

FIG. 2

SYSTEM AND METHOD FOR ADVISING BUYERS HOW MUCH TO PAY FOR GOODS AND SERVICES BASED UPON BUYERS SUBJECTIVE AND OBJECTIVE CRITERIA AND TRADEOFFS OF PRICES AND REFERRING BUYERS TO SELLERS OF THESE GOODS AND SERVICES.

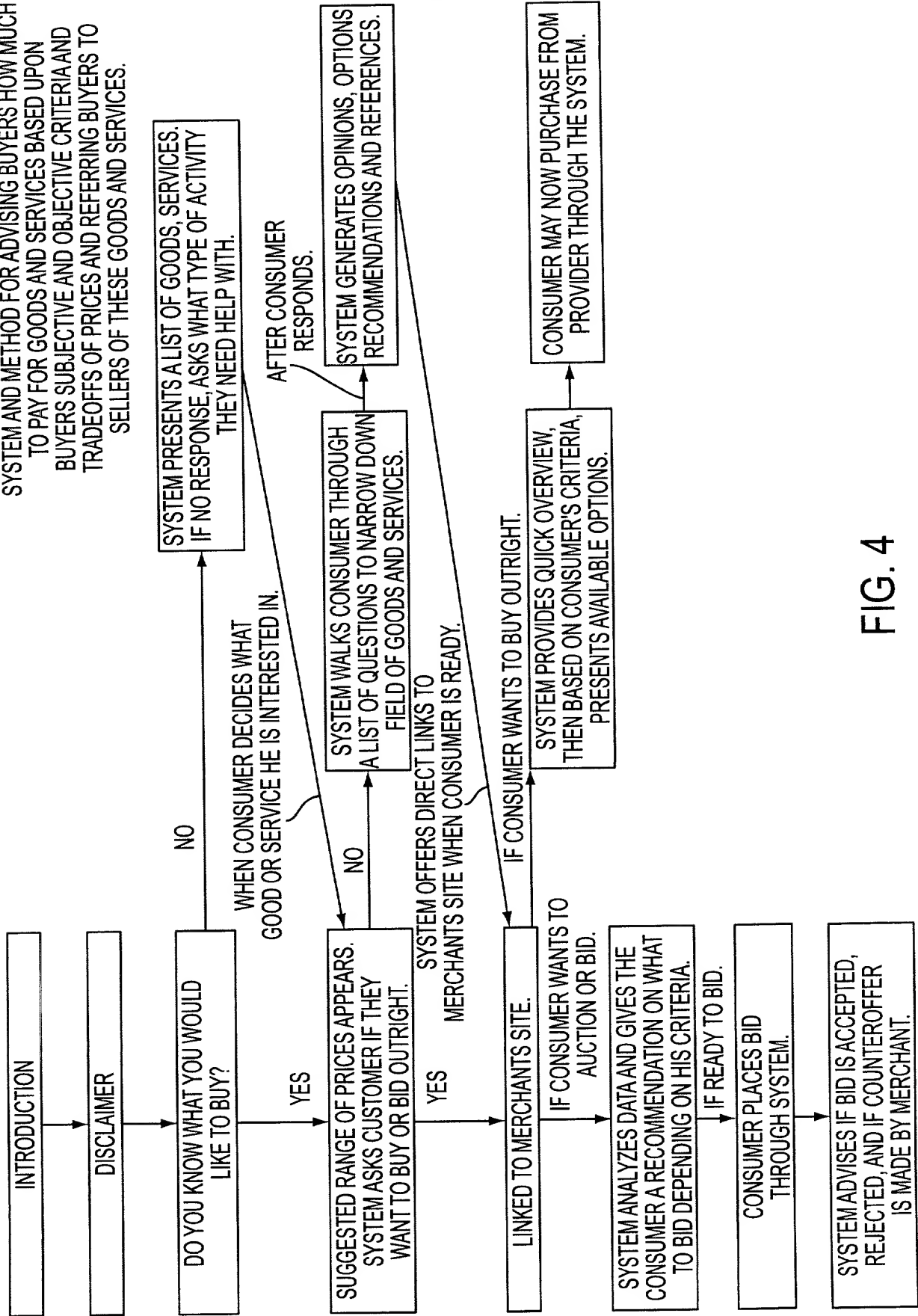


FIG. 4

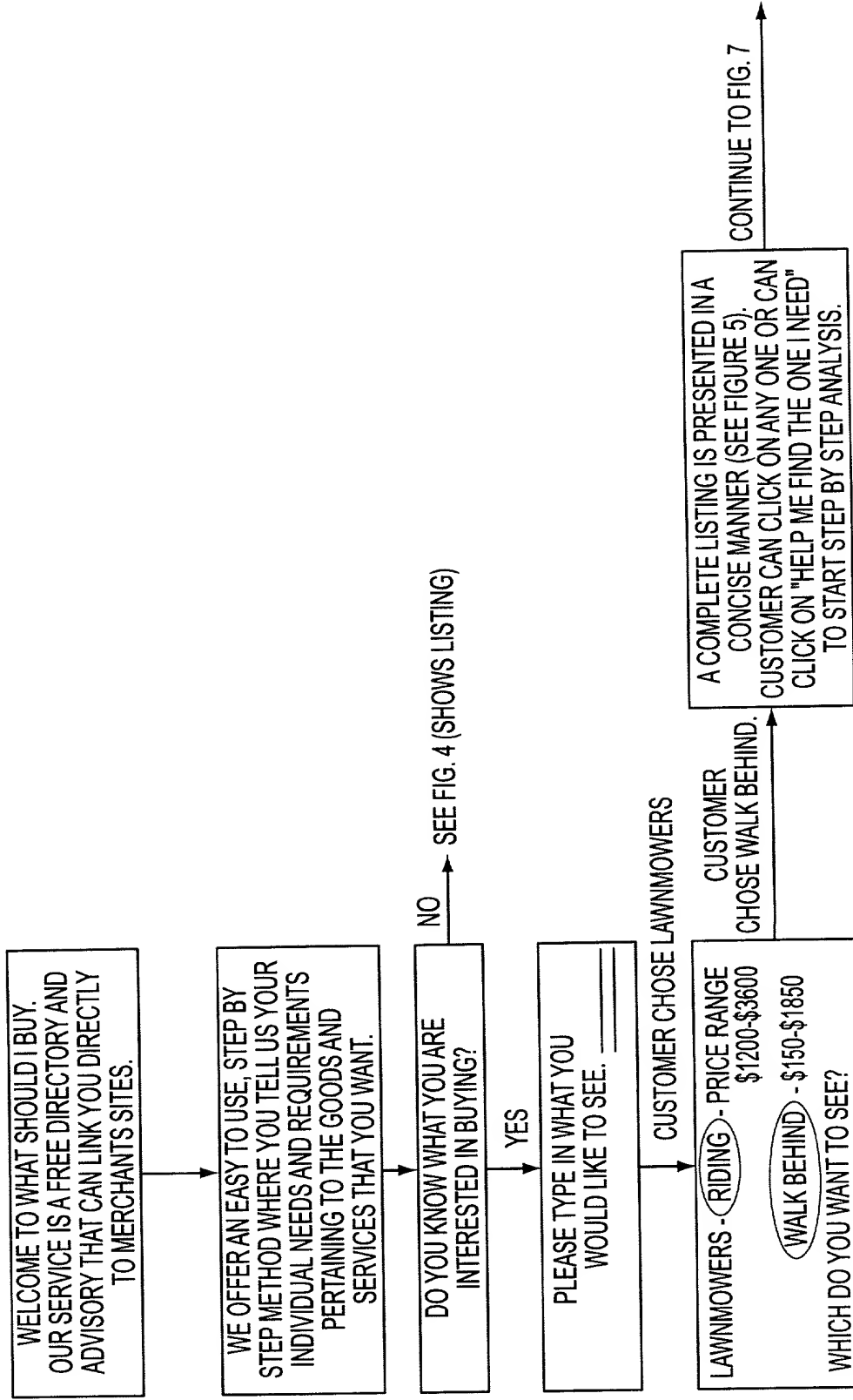


FIG. 5

CUSTOMER DID NOT KNOW WHAT HE WANTED TO BUY.

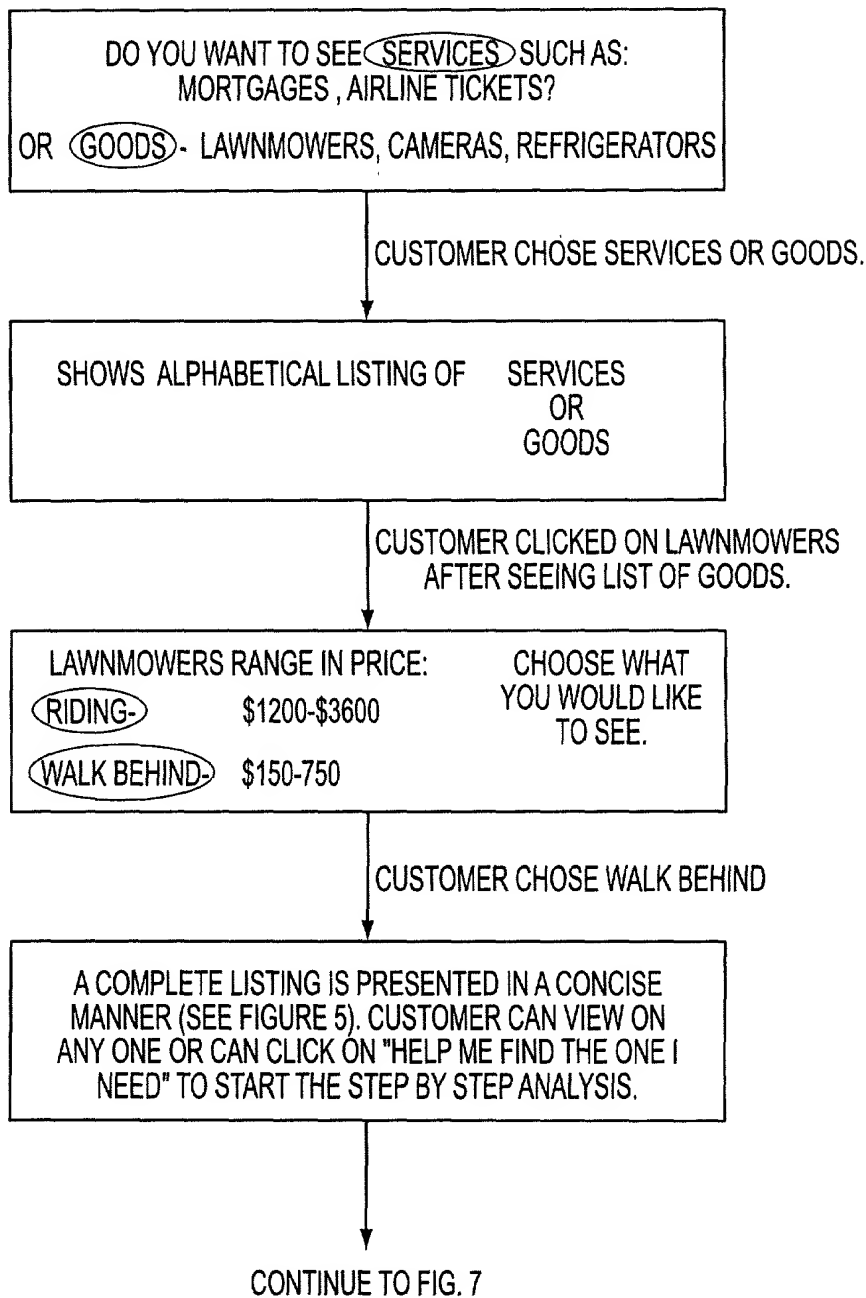


FIG. 6

CUSTOMER CHOSE WALK BEHIND LAWNMOWERS (CLICK TO VIEW) → CONTINUE TO FIGURE 8

MANUFACTURER	MSRP (MAY VARY)	MODEL NUMBER	GENERAL SPECIFICATION
TORO	\$119	BH12	3.0 HP 18" BLADE
SNAPPER	\$122	E25	3.0 HP 18" BLADE
JOHN DEER	\$135	ATX	3.5 HP 19" BLADE
BRIGGS & STRATTON	\$149	D42	3.5 HP 19" BLADE
TORO	\$185	EASY CARE	4.0 HP 20" BLADE
JOHN DEER	\$250	LAWNMASTER 1	4.0 HP 20" BLADE
HONDA	\$325	4.5	4.5 HP 21" BLADE
ACE HARDWARE	\$390	45X	4.5 HP 22" BLADE
SNAPPER	\$430	C235	5.0 HP 22" BLADE
LAWN BOY	\$480	MASTER CUSTOM	5.0 HP 22" BLADE
HONDA	\$520	57A	5.7 HP 22" BLADE
TORO	\$595	GRASS PRO	5.5 HP 22" BLADE
JOHN DEER	\$650	M59	5.0 HP 22" BLADE
SNAPPER	\$720	225	5.0 HP 22" BLADE
HONDA	\$850	652	6.5 HP 22" BLADE
HELP ME DECIDE / FIND THE ONE I NEED.			

→ CONTINUE TO FIGURE 9

FIG. 7

CUSTOMER CHOSE WALK BEHIND LAWNMOWERS

SCREEN DISPLAYS A PHOTOGRAPH IF AVAILABLE, MORE DETAILED SPECIFICATIONS FROM THE MANUFACTURER AND A GENERAL DESCRIPTION OF FEATURES AND USES. PART OF THIS DESCRIPTION IS WRITTEN BY THE "WHAT SHOULD I BUY" STAFF WITH THE APPROVAL OF THE MANUFACTURER.

CLICK BELOW

WHERE CAN I BUY THIS?

I WOULD LIKE TO BID.

I WOULD LIKE TO BUY DIRECT.

(IF MANUFACTURER OFFERS A BID
SYSTEM FOR THIS MODEL)

(IF AVAILABLE FROM MANUFACTURER
OR DEALER)

HELP ME DECIDE / FIND THE ONE I NEED.

FIG. 8

9/363

CUSTOMER CHOSE I WOULD LIKE TO PURCHASE ONLINE.

PLEASE TELL ME YOUR ZIP CODE
13152

THE CLOSEST DEALER WITH THIS MODEL IS FARM AND FAMILY IN AUBURN, NEW YORK
(2715 GRANT AVENUE 252-1711; OPEN 7:00 A.M. - 9:00 P.M. M-S
THE PRICE IS \$323.00

YOU MAY GO TO SEE IT, CALL TO CONFIRM AVAILABILITY, OR
PURCHASE ONLINE

CUSTOMER CHOSE TO PURCHASE ON LINE

NAME: _____
ADDRESS: _____
PHONE: _____
CREDIT CARD # _____ VISA/MASTERCARD _____ EXP. DATE _____
E-MAIL ADDRESS: _____

AMOUNT: \$323.17 PLUS 7% SALES TAX - TOTAL \$345.79
DELIVERY AND SET UP (OPTIONAL \$15.00)
TOTAL W/ DELIVERY AND SET-UP
\$

SEE OTHER DEALERS? → GOES TO 11

PLEASE SHOW ME
MANUFACTURER'S SPECIAL
DEALS ON DISCONTINUED OR
OVERSTOCKED LAWNMOWERS

→ GOES TO 12

FIG. 9

CUSTOMER CLICKED ON "I WOULD LIKE TO BID"

THIS MODEL IS AVAILABLE FOR BIDDING AMONG CERTAIN DEALERS.
PLEASE SPECIFY HOW FAR YOU ARE WILLING TO TRAVEL () MILES. **ENTER**

THE AVERAGE MSRP IS \$325.00 PLUS TAX.
BASED ON MANUFACTURER'S COMMENTS TO OUR COMPANY I WOULD NOT ADVISE BIDDING
LESS THAN \$ 285.00.

**YOU ARE NOT OBLIGATED TO BUY UNLESS YOU ARE COMPLETELY SATISFIED.
IF YOUR BID IS ACCEPTED YOU WILL GUARANTEE IT WITH YOUR CREDIT CARD TO RESERVE IT.**

READY TO BID?

	YES	NOT YET
1. Do you have a clear understanding of the company's mission and vision?		
2. Do you have a clear understanding of the company's values and culture?		
3. Do you have a clear understanding of the company's products and services?		
4. Do you have a clear understanding of the company's market and competitors?		
5. Do you have a clear understanding of the company's financial performance?		
6. Do you have a clear understanding of the company's risks and opportunities?		
7. Do you have a clear understanding of the company's strategic goals and objectives?		
8. Do you have a clear understanding of the company's organizational structure and reporting lines?		
9. Do you have a clear understanding of the company's key stakeholders and their interests?		
10. Do you have a clear understanding of the company's legal and regulatory environment?		

NOT YET

CUSTOMER CHOSE YES.

MY BID IS \$285.00

WE WILL NOTIFY YOU BY E-MAIL CONCERNING RESPONSES FROM DEALERS.

PLEASE SHOW ME MANUFACTURER'S SPECIAL DEALS ON DISCONTINUED OR OVERSTOCKED LAWNMOWERS

GOES TO 12

FIG. 10

SYSTEM DISPLAYS A LISTING IN ORDER OF COST.

MANUFACTURER	SPECS	PRICE	SHIPPING
SNAPPER	3.0 HP 20" BLADE	\$195 (REGULAR PRICE \$ 235)	\$ 10 - 15
ACE HARDWARE	3.5 HP 20" BLADE	\$215 (REGULAR PRICE \$ 260)	\$ 10 - 15
GREEN KEEP	4.0 HP 21" BLADE	\$225 (REGULAR PRICE \$ 270)	\$ 15 - 22
JOHN DEER	4.5 HP 22" BLADE	\$294 (REGULAR PRICE \$ 335)	\$ 15 - 25
TORO	5.0 HP 22" BLADE	\$352 (REGULAR PRICE \$ 395)	\$ 15 - 25

YOU MAY PURCHASE THESE ON-LINE RIGHT NOW.

CLICK ON THE LAWNMOWER THAT YOU WOULD LIKE TO BUY.

GOES BACK TO 6A - PURCHASE ON-LINE

FIG. 12

CUSTOMER CLICKED ON "HELP ME DECIDE"

(BRIEF INTRODUCTION AND SUMMARY OF THE FIELD)

LET'S GET STARTED. PLEASE ANSWER AS MANY QUESTIONS AS YOU CAN SO THAT WE MAY RECOMMEND THE BEST WALK BEHIND LAWNMOWER FOR YOU.

WALK BEHIND MOWERS ARE AVAILABLE IN A NUMBER OF DIFFERENT STYLES THAT DIFFER IN THEIR POWER, CUTTING WIDTH, OVERALL SHAPE, GRASS CUTTING OR MULCHING ABILITY, EASE OF USE IN DIFFERENT TERRAIN, AND PROPULSION SYSTEMS.

HOW LARGE IS YOUR LAWN? _____ x _____

HOW OFTEN DO YOU USUALLY CUT YOUR GRASS? _____ PER WEEK
_____ MONTH

WHAT HEIGHT DO YOU LIKE TO KEEP YOUR GRASS? $\frac{1}{2}$ "-2" VERY SHORT
 $\frac{1}{2}$ "-2 $\frac{1}{2}$ " SHORT
2 $\frac{1}{2}$ "-3 $\frac{1}{2}$ " MEDIUM
3 $\frac{1}{2}$ " & UP LONG

DO YOU BAG YOUR LAWN CLIPPINGS? YES _____ NO _____ SOMETIMES _____
DO YOU LIKE TO MULCH? YES _____ NO _____ SOMETIMES _____

HOW WOULD YOU DESCRIBE YOUR GRASS DENSITY? THIN _____ (RYE, FESCUE, BENTGRASS, BLUEGRASS)
MODERATE _____ (BERMUDA, JOHNSON, HYBRID MIX)
HEAVY _____ (BUFFALO GRASS, ST. AUGUSTINE, WELL ESTABLISHED BERMUDA)

IS YOUR LAWN CUTTING AREA LEVEL? SOME HILLS(MODERATE)? STEEP HILLS?

DO YOU PREFER A SELF PROPELLED OR STANDARD PUSH MOWER?

IS YOUR TERRAIN ROCKY OR CONTAIN LOTS OF ROOTS? YES _____ NO _____

DO YOU HAVE ANY CORNERS AND CURVES TO NEGOTIATE? YES _____ NO _____

SOME

SOMEWHAT

EXAMPLE OF QUESTIONS PERTAINING TO USAGE AND INDIVIDUAL REQUIREMENTS

FIG. 13

CUSTOMER CLICKED ON "HELP ME DECIDE"

BASED UPON YOUR ANSWERS WE RECOMMEND THE FOLLOWING ORDER.

BRAND AND MODEL

1. A. - PRICE X
2. B. - PRICE X
3. C. - PRICE X
4. D. - PRICE X

KEY FEATURES

- X,Y,Z,M,D,F,B
M,D,F
X,Y,Z,M
X,Y,M

YOU MAY CLICK TO VIEW MORE
OR PLACE AN ORDER AT ANY TIME.

BASED UPON YOUR NEEDS AND REQUIREMENTS THE: (LISTS FEATURES THAT SYSTEM DETERMINES ARE IMPORTANT AND THOSE THAT ARE OF LESSER IMPORTANCE. SYSTEM ALSO DESCRIBES WHY THE KEY FEATURES WOULD BE BENEFICIAL OR NOT TO THE PARTICULAR CUSTOMER BASED ON THEIR RESPONSES.

DEFAULT BOX

WOULD YOU LIKE TO SEE MORE FROM A PARTICULAR MANUFACTURER?

YES _____

PLEASE SAVE MY INFORMATION, I'M NOT SURE RIGHT NOW

FIG. 14

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please enter the ZIP Code or touch

if mailing outside the U.S.

INTERNATIONAL

1 2 3

4 5 6

7 8 9

CLEAR 0

Don't Know ZIP Code

ENTER

Back Up

EXIT

FIG. 15

USPS DOMESTIC RATE CALCULATOR



SEARCH STAMPS TRACK/CONFIRM ZIP CODES
 RATE CALCULATOR CHANGE OF ADDRESS HOME

DOMESTIC RATE CALCULATOR (OR GO TO INTERNATIONAL RATE CALCULATOR)**WHAT WOULD YOU LIKE TO MAIL?**

LETTER (MINIMUM SIZE: 5" LONG, 3-1/2" HIGH, AND 0.007" THICK)
LARGE (TALLER THAN 6-1/8" OR LONGER THAN 11-1/2" OR THICKER THAN 1/4")
ENVELOPE
POSTCARD (MAXIMUM SIZE: 6" LONG, 4-1/4" HIGH, AND 0.016" THICK) (IF ANY
 DIMENSION EXCEEDED USE LETTER OR LARGE ENVELOPE RATE)

PACKAGE
LARGE (THE LENGTH OF ITS LONGEST SIDE PLUS THE DISTANCE AROUND ITS THICKEST
PACKAGE PART IS MORE THAN 84" AND LESS THAN OR EQUAL TO 108")
OVERSIZED (THE LENGTH OF ITS LONGEST SIDE PLUS THE DISTANCE AROUND ITS THICKEST
PACKAGE PART IS MORE THAN 108" AND LESS THAN OR EQUAL TO 130")

POSTAL ZONE CHARTSUSPS DOMESTIC POSTAGE RATES (TEXT VERSION)POSTAL EXPLORER CD-ROM ORDERING INFORMATIONPOSTAL EXPLORER (COMPLETE RATES AND MAILING STANDARDS FOR ALL DOMESTIC AND
 INTERNATIONAL MAIL)

CUSTOMER CHOOSES A PACKAGE

FIG. 16

USPS DOMESTIC RATE CALCULATOR

PLEASE ENTER TWO 5-DIGIT U.S. ZIP CODES (REQUIRED)

FROM ZIP CODE: TO ZIP CODE:

HOW MUCH DOES IT WEIGH?

8 1/2 x 11 PIECES OF PAPER WEIGH APPROXIMATELY 1 OUNCE

POUNDS OUNCES

DOES YOUR PACKAGE HAVE ANY SPECIAL CHARACTERISTICS?

CHARACTERISTICS:

CONTINUE

FOR ASSISTANCE WITH ZIP CODES USE CITY STATE / ZIP CODE ASSOCIATIONS
(ZIP CODE LOOKUP WILL OPEN IN A NEW WINDOW)

CUSTOMER CHOSE A PACKAGE ON PREVIOUS PAGE
THEN TYPED IN HIS ZIP CODE
THEN TYPED IN THE WEIGHT
THEN CLICKS ON CONTINUE

FIG. 17

USPS DOMESTIC RATE CALCULATOR

HOW QUICKLY DO YOU WANT IT DELIVERED?

DAYS(S)

PARCEL POST

HELP \$6.45

DAYS(S)

PRIORITY MAIL

HELP \$6.50

OVERNIGHT TO MOST AREAS

EXPRESS MAIL

HELP \$24.00

TO ADD SPECIAL SERVICES, SELECT ONE OPTION ABOVE.

[CLICK HERE TO START OVER](#)

CUSTOMER CLICKED ON CONTINUE ON P. 2
HIS OPTIONS APPEAR ABOVE.
HE CHOOSES WHICH SERVICE HE WANTS.

FIG. 18

USPS DOMESTIC RATE CALCULATOR

WOULD YOU LIKE AN ADDITIONAL SPECIAL SERVICE?

COLLECT ON DELIVERY
ADDITIONAL INSURANCE (\$500 COVERAGE AUTOMATICALLY INCLUDED)
RETURN RECEIPT SENT TO YOU
NONE OF THESE

HELP
HELP
HELP

CONTINUE

CUSTOMER CHOSE EXPRESS MAIL ON P. 3
HE CHOOSES NONE OF THESE ON SPECIAL SERVICES.

FIG. 19

USPS DOMESTIC RATE CALCULATOR



[SEARCH](#) [STAMPS](#) [TRACK/CONFIRM](#) [ZIP CODES](#)
[RATE CALCULATOR](#) [CHANGE OF ADDRESS](#) [HOME](#)

IF YOU MAIL YOUR 5 POUND 0 OUNCE **EXPRESS MAIL**
 POSTAGE FROM **SKANEATELES, NY 13152** TO
DALLAS, TX 75214.

THE PRICE IS:

EXPRESS MAIL	\$24.00
TOTAL CHARGES	\$24.00

[CLICK HERE TO MAKE ANOTHER POSTAGE CALCULATION](#)

THIS SHOWS THE TOTAL POSTAGE REQUIRED TO MAIL THE
 PACKAGE OVERNIGHT TO THIS LOCATION.

FIG. 20

USPS DOMESTIC RATE CALCULATOR

PLEASE ENTER TWO 5-DIGIT U.S. ZIP CODES. (REQUIRED)

FROM ZIP CODE: TO ZIP CODE:

HOW MUCH DOES IT WEIGH?

SIX 8 1/2 x 11 PIECES OF PAPER WEIGH APPROXIMATELY 1 OUNCE

 POUNDS OUNCES

DOES YOUR PACKAGE HAVE ANY SPECIAL CHARACTERISTICS?

CHARACTERISTICS:

CONTINUE

FOR ASSISTANCE WITH ZIP CODES USE CITY STATE / ZIP CODE ASSOCIATIONS
(ZIP CODE LOOKUP WILL OPEN IN A NEW WINDOW)CUSTOMER CHOSE A PACKAGE
AGAIN AND ENTERED A NEW
WEIGHT AND ZIP CODE.

FIG. 21

USPS DOMESTIC RATE CALCULATOR

FIRST, HOW QUICKLY DO YOU WANT IT DELIVERED?

- 4 DAY(S)
PARCEL POST HELP \$8.26
- 2 DAY(S)
PRIORITY MAIL HELP \$8.30
- OVERNIGHT TO MOST AREAS
EXPRESS MAIL HELP \$30.60

TO ADD SPECIAL SERVICES, SELECT ONE OPTION ABOVE.

[CLICK HERE TO START OVER](#)

CUSTOMER VIEWS HIS OPTIONS.

FIG. 22

USPS DOMESTIC RATE CALCULATOR

WOULD YOU LIKE AN ADDITIONAL SPECIAL SERVICE?

- ☐ CERTIFIED MAIL (PROOF OF DELIVERY) [HELP](#)
- ☐ REGISTERED [HELP](#)
- ☐ COLLECT ON DELIVERY [HELP](#)
- ☐ INSURANCE [HELP](#)
- ☒ NONE OF THESE

WOULD YOU LIKE TO ADD DELIVERY CONFIRMATION?
(NOT AVAILABLE WITH CERTIFIED MAIL)

- ☒ NO
- ☐ YES ADD \$0.35

CONTINUE

CUSTOMER CHOSE PRIORITY MAIL, NOW HE IS ASKED
IF HE WANTS SPECIAL SERVICES. IF HE WANTS TO KNOW
WHAT THESE ARE HE CAN CLICK ON HELP.

FIG. 23

CONSUMER POSTAL RATES AND FEES

DOMESTIC RATES AND FEES FOR CONSUMERS

EFFECTIVE MARCH 14, 1999

NOTE: LINKS WITH THIS ICON  ARE STORED IN ADOBE PDF (PORTABLE DOCUMENT FORMAT) FILES. WE PROVIDE HELP OBTAINING AND INSTALLING THE FREE ADOBE ACROBAT READER AS WELL AS TIPS ON HOW TO USE THE ACROBAT READER.

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FIRST-CLASS MAIL

PRIORITY MAIL

EXPRESS MAIL

PARCEL POST

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SPECIAL SERVICES

CERTIFICATE OF MAILING

CERTIFIED MAIL

COLLECT ON DELIVERY (COD)

DELIVERY CONFIRMATION

INSURED MAIL

MONEY ORDER

RETURN RECEIPT FOR MERCHANDISE

REGISTERED MAIL

RESTRICTED DELIVERY

RETURN RECEIPT

SIZES FOR DOMESTIC MAIL

CUSTOMER CLICKED ON HELP
NEXT TO CERTIFIED MAIL.

HOWEVER HE CAN SCAN THIS WHITE
SECTION TO VIEW DEFINITIONS
OF ALL OF THE ADDITIONAL
SPECIAL SERVICES.

THE NEXT 12 PAGES
DESCRIBE THE SPECIAL SERVICES.

HE CAN SCAN THE WHOLE
SECTION OR CLICK ON THE
SERVICES HE WANTS TO READ ABOUT.

FIG. 24

CONSUMER POSTAL RATES AND FEES

ADDITIONAL INFORMATION

FIRST-CLASS MAIL

FIRST-CLASS MAIL INCLUDES ALL PERSONAL CORRESPONDENCE, ALL BILLS AND STATEMENTS OF ACCOUNTS, ALL MATTER SEALED OR OTHERWISE CLOSED AGAINST INSPECTION, AND MATTER WHOLLY OR PARTLY IN WRITING OR TYPEWRITING. ANY MAILABLE ITEMS MAY BE SENT AS FIRST-CLASS MAIL. EACH PIECE MUST WEIGH 13 OUNCES OR LESS. PIECES OVER 13 OUNCES CAN BE SENT AS PRIORITY MAIL.

SINGLE-PIECE RATES

FIRST OUNCE	\$0.33
EACH ADDITIONAL OUNCE	0.22

WEIGHT NOT OVER (OZ.)

1*	\$0.33
2	0.55
3	0.77
4	0.99
5	1.21
6	1.43
7	1.65
8	1.87
9	2.09
10	2.31
11	2.53
12	2.75
13	2.97

OVER 13 OUNCES (SEE PRIORITY MAIL)

*NONSTANDARD SIZE: AN ADDITIONAL \$0.11 IS REQUIRED IF 1 OUNCE OR LESS AND (A) OVER ANY OF THESE DIMENSIONS: 11-1/2" LONG, 6-1/8" HIGH, 1/4" THICK, OR (B) THE LENGTH DIVIDED BY THE HEIGHT IS LESS THAN 1.3 OR MORE THAN 2.5.

POSTCARD AND STAMPED CARD RATES

POSTCARD	\$0.20
STAMPED CARD (SOLD BY USPS)	0.21

FIG. 25

CONSUMER POSTAL RATES AND FEES**POSTCARD RATE DIMENSIONS:**

MINIMUM: 3-1/2 BY 5 INCHES BY 0.007 INCH THICK.

MAXIMUM: 4-1/4 BY 6 INCHES BY 0.016 INCH THICK.

PRIORITY MAIL

PRIORITY MAIL OFFERS 2-DAY SERVICE TO MOST DOMESTIC DESTINATIONS. ITEMS MUST WEIGH 70 POUNDS OR LESS AND MEASURE 108 INCHES OR LESS IN COMBINED LENGTH AND GIRTH.

FEATURES

PRIORITY MAIL ENVELOPES, LABELS, AND BOXES ARE AVAILABLE AT NO ADDITIONAL CHARGE AT POST OFFICES OR BY CALLING 1-800-222-1811. PICKUP SERVICE IS AVAILABLE FOR \$8.25 PER STOP, REGARDLESS OF THE NUMBER OF PIECES.

WEIGHT

UP TO 2 POUNDS	\$3.20
UP TO 3 POUNDS	4.30
UP TO 4 POUNDS	5.40
UP TO 5 POUNDS	6.50

FOR PACKAGES OVER 5 POUNDS, RATES ARE BASED ON THE WEIGHT OF THE PIECE AND THE ZONE (DISTANCE FROM ORIGIN TO DESTINATION ZIP CODE). COMPLETE INFORMATION IS AVAILABLE FROM THE DOMESTIC RATE CALCULATOR.

THE ZONE CHART PROGRAM PROVIDES A 1 PAGE ZONE CHART FOR YOUR ORIGIN ZIP CODE.

PARCELS THAT WEIGH LESS THAN 15 POUNDS BUT MEASURE MORE THAN 84 INCHES IN COMBINED LENGTH AND GIRTH ARE CHARGED THE APPLICABLE RATE FOR A 15-POUND PARCEL.

PRIORITY MAIL FLAT-RATE ENVELOPE

\$3.20, REGARDLESS OF WEIGHT OR DESTINATION, FOR MATTER SENT IN A FLAT-RATE ENVELOPE PROVIDED BY THE POSTAL SERVICE.

EXPRESS MAIL

EXPRESS MAIL IS OUR FASTEST SERVICE, WITH NEXT DAY DELIVERY BY 12 NOON TO MOST DESTINATIONS. EXPRESS MAIL IS DELIVERED 365 DAYS A YEAR—WITH NO EXTRA CHARGE FOR SATURDAY, SUNDAY, OR HOLIDAY DELIVERY. ALL PACKAGES MUST USE AN EXPRESS MAIL LABEL. ITEMS MUST WEIGH 70 POUNDS OR LESS AND MEASURE 108 INCHES OR LESS IN COMBINED LENGTH AND GIRTH.

CONSUMER POSTAL RATES AND FEES**FEATURES**

EXPRESS MAIL ENVELOPES, LABELS, AND BOXES ARE AVAILABLE AT NO ADDITIONAL CHARGE. FEATURES INCLUDE MERCHANDISE AND DOCUMENT RECONSTRUCTION, TRACKING AND TRACING, DELIVERY TO POST OFFICE BOXES AND RURAL ADDRESSES, DOMESTIC RATES FOR APO AND FPO ADDRESSES, MONEY-BACK GUARANTEE, COD, RETURN RECEIPT SERVICE, AND WAIVER OF SIGNATURE. INSURANCE IS PROVIDED AT NO ADDITIONAL COST UP TO \$500. ADDITIONAL MERCHANDISE INSURANCE IS AVAILABLE UP TO \$5,000. PICKUP SERVICE IS AVAILABLE FOR \$8.25 PER STOP, REGARDLESS OF THE NUMBER OF PIECES.

CUSTOMER SERVICE 1-800-222-1811

ORDER EXPRESS MAIL SUPPLIES AND LABELS, ARRANGE PICKUP SERVICE, OBTAIN DELIVERY INFORMATION BETWEEN ZIP CODES, AND DETERMINE DELIVERY STATUS.

POST OFFICE TO ADDRESSEE SERVICE

UP TO 8 OUNCES	\$11.75
OVER 8 OUNCES UP TO 2 POUNDS	15.75
UP TO 3 POUNDS	18.50
UP TO 4 POUNDS	21.25
UP TO 5 POUNDS	24.00
UP TO 6 POUNDS	26.75
UP TO 7 POUNDS	29.40
UP TO 8 POUNDS	30.60
UP TO 9 POUNDS	31.80
UP TO 10 POUNDS	33.00

OVER 10 POUNDS SEE THE DOMESTIC RATE CALCULATOR OR  NOTICE 123, RATEFOLD.

EXPRESS MAIL FLAT-RATE ENVELOPE

\$15.75, REGARDLESS OF WEIGHT OR DESTINATION, FOR MATTER SENT IN A FLAT-RATE ENVELOPE PROVIDED BY THE POSTAL SERVICE.

PARCEL POST

USED FOR MAILING CERTAIN ITEMS-BOOKS, CIRCULARS, CATALOGS, OTHER PRINTED MATTER, AND MERCHANDISE-WEIGHING 1 POUND OR MORE BUT NOT MORE THAN 70 POUNDS. PARCEL POST MUST MEASURE 130 INCHES OR LESS IN COMBINED LENGTH AND GIRTH. PIECES EXCEEDING 108 INCHES BUT NOT MORE THAN 130 INCHES IN COMBINED LENGTH AND GIRTH ARE MAILABLE AT PARCEL POST.

FIG. 27

CONSUMER POSTAL RATES AND FEES**OVERSIZED RATES.**

MARK EACH PACKAGE "PARCEL POST" OR "PP" IN THE POSTAGE AREA.
 RATES ARE BASED ON THE WEIGHT OF THE PIECE AND THE ZONE (DISTANCE FROM ORIGIN TO DESTINATION ZIP CODE).
 FOR RATE INFORMATION, SEE THE DOMESTIC RATE CALCULATOR.

BOUND PRINTED MATTER**DESCRIPTION**

BOUND PRINTED MATTER MUST WEIGH AT LEAST 1 POUND BUT NOT MORE THAN 15 POUNDS. RATES ARE BASED ON THE WEIGHT OF THE PIECE AND THE ZONE (DISTANCE FROM ORIGIN TO DESTINATION ZIP CODE). PACKAGES MUST MEASURE 108 INCHES OR LESS IN COMBINED LENGTH AND GIRTH.

MARK EACH PACKAGE "BOUND PRINTED MATTER" IN THE POSTAGE AREA.

BOUND PRINTED MATTER MUST:

- A. CONSIST OF ADVERTISING, PROMOTIONAL, DIRECTORY, OR EDITORIAL MATERIAL (OR ANY COMBINATION OF SUCH MATERIAL).
- B. BE SECURELY BOUND BY PERMANENT FASTENINGS SUCH AS STAPLES, SPIRAL BINDING, GLUE, OR STITCHING. LOOSELEAF BINDERS AND SIMILAR FASTENINGS ARE NOT CONSIDERED PERMANENT.
- C. CONSIST OF SHEETS OF WHICH AT LEAST 90% ARE IMPRINTED BY ANY PROCESS OTHER THAN HANDWRITING OR TYPEWRITING WITH WORDS, LETTERS, CHARACTERS, FIGURES, OR IMAGES (OR ANY COMBINATION OF THEM).
- D. NOT HAVE THE NATURE OF PERSONAL CORRESPONDENCE.
- E. NOT BE STATIONERY, SUCH AS PADS OF BLANK PRINTED FORMS.

BOUND PRINTED MATTER SINGLE-PIECE RATES

WEIGHT NOT OVER (POUNDS)	ZONES							
	Local	1&2	3	4	5	6	7	8
1.5	\$1.14	\$1.54	\$1.57	\$1.63	\$1.72	\$1.81	\$1.92	\$2.02
2.0	1.16	1.57	1.61	1.69	1.81	1.93	2.08	2.21
2.5	1.18	1.60	1.66	1.76	1.90	2.06	2.24	2.40
3.0	1.20	1.63	1.70	1.82	1.99	2.18	2.40	2.60

FIG. 28

CONSUMER POSTAL RATES AND FEES

3.5	1.22	1.66	1.74	1.88	2.08	2.30	2.56	2.79
4.0	1.24	1.70	1.79	1.94	2.18	2.42	2.72	2.98
4.5	1.26	1.73	1.83	2.01	2.27	2.55	2.88	3.17
5.0	1.28	1.76	1.88	2.07	2.36	2.67	3.05	3.37
6.0	1.31	1.82	1.96	2.20	2.54	2.92	3.37	3.75
7.0	1.35	1.89	2.05	2.32	2.73	3.16	3.69	4.14
8.0	1.39	1.95	2.14	2.45	2.91	3.41	4.01	4.52
9.0	1.43	2.02	2.22	2.57	3.10	3.65	4.33	4.91
10.0	1.47	2.08	2.31	2.70	3.28	3.90	4.65	5.29
11.0	1.51	2.14	2.40	2.83	3.46	4.15	4.97	5.68
12.0	1.55	2.21	2.48	2.95	3.65	4.39	5.29	6.06
13.0	1.59	2.27	2.57	3.08	3.83	4.64	5.61	6.45
14.0	1.63	2.34	2.66	3.20	4.02	4.88	5.93	6.83
15.0	1.67	2.40	2.75	3.33	4.20	5.13	6.26	7.22

THE DOMESTIC RATE CALCULATOR CALCULATES RATES BASED ON WEIGHT AND DESTINATION.

THE ZONE CHART PROGRAM PROVIDES A 1 PAGE ZONE CHART FOR YOUR ORIGIN ZIP CODE.

SPECIAL STANDARD MAIL (BOOK RATE)
DESCRIPTION

GENERALLY USED FOR BOOKS (AT LEAST EIGHT PAGES), FILM (16 mm OR NARROWER), PRINTED MUSIC, PRINTED TEST MATERIALS, SOUND RECORDINGS, PLAY SCRIPTS, PRINTED EDUCATIONAL CHARTS, LOOSE-LEAF PAGES AND BINDERS CONSISTING OF MEDICAL INFORMATION, AND COMPUTER-READABLE MEDIA. ADVERTISING RESTRICTIONS APPLY.

PACKAGES MUST MEASURE 108 INCHES OR LESS IN COMBINED LENGTH AND GIRTH.

MARK EACH PACKAGE "SPECIAL STANDARD MAIL" IN THE POSTAGE AREA.

SPECIAL STANDARD MAIL RATES

WEIGHT NOT OVER (POUNDS)	SINGLE- PIECE
1	\$1.13
2	1.58
3	2.03
4	2.48

FIG. 29

CONSUMER POSTAL RATES AND FEES

5	2.93
6	3.38
7	3.83
8	4.11
9	4.39
10	4.67
11	4.95
12	5.23
13	5.51
14	5.79
15	6.07
16	6.35
17	6.63
18	6.91
19	7.19
20	7.47
21	7.75
22	8.03
23	8.31
24	8.59
25	8.87
26	9.15
27	9.43
28	9.71
29	9.99
30	10.27
31	10.55
32	10.83
33	11.11
34	11.39
35	11.67
36	11.95
37	12.23
38	12.51
39	12.79
40	13.07
41	13.35
42	13.63
43	13.91
44	14.19

FIG. 30

CONSUMER POSTAL RATES AND FEES

45	14.47
46	14.75
47	15.03
48	15.31
49	15.59
50	15.87
51	16.15
52	16.43
53	16.71
54	16.99
55	17.27
56	17.55
57	17.83
58	18.11
59	18.39
60	18.67
61	18.95
62	19.23
63	19.51
64	19.79
65	20.07
66	20.35
67	20.63
68	20.91
69	21.19
70	21.47

SPECIAL SERVICES**CERTIFICATE OF MAILING**

PROVIDES EVIDENCE OF MAILING (BUT NOT EVIDENCE OF RECEIPT). MUST BE PURCHASED AT TIME OF MAILING.

FEE IN ADDITION TO POSTAGE - \$0.60

CERTIFIED MAIL

PROVIDES THE SENDER WITH A MAILING RECEIPT. A RECORD IS KEPT AT THE POST OFFICE OF DELIVERY. A RETURN RECEIPT CAN ALSO BE PURCHASED FOR AN ADDITIONAL FEE. AVAILABLE ONLY

CONSUMER POSTAL RATES AND FEES

WITH FIRST-CLASS MAIL AND PRIORITY MAIL.

FEE IN ADDITION TO POSTAGE — \$1.40

COLLECT ON DELIVERY (COD)

ALLOWS MAILERS TO COLLECT THE PRICE OF GOODS AND/OR POSTAGE ON MERCHANDISE ORDERED BY ADDRESSEE WHEN IT IS DELIVERED. COD SERVICE CAN BE USED FOR MERCHANDISE SENT BY FIRST-CLASS MAIL, EXPRESS MAIL, PRIORITY MAIL, AND STANDARD MAIL (B). MAY BE COMBINED WITH REGISTERED MAIL. THIS SERVICE IS NOT AVAILABLE FOR INTERNATIONAL MAIL OR FOR MAIL ADDRESSED TO APO AND FPO ADDRESSES.

FEES INCLUDE INSURANCE. MAXIMUM AMOUNT IS \$600.

AMOUNT TO BE COLLECTED OR INSURANCE DESIRED	FEE IN ADDITION TO POSTAGE
\$0.01 TO \$50.00	\$4.00
50.01 TO 100.00	5.00
100.01 TO 200.00	6.00
200.01 TO 300.00	7.00
300.01 TO 400.00	8.00
400.01 TO 500.00	9.00
500.01 TO 600.00	10.00
RESTRICTED DELIVERY	\$2.75
NOTICE OF NONDELIVERY	3.00
ALTERATION OF COD CHARGES OR DESIGNATION OF NEW ADDRESSEE	3.00
REGISTERED COD	4.00

DELIVERY CONFIRMATION (RETAIL)

PROVIDES INFORMATION ABOUT THE DATE AND TIME OF DELIVERY OR ATTEMPTED DELIVERY. MAILERS MAY RETRIEVE DELIVERY STATUS THROUGH THE INTERNET OR THE TOLL-FREE NUMBER 800-222-1811. AVAILABLE FOR PRIORITY MAIL, PARCEL POST, BOUND PRINTED MATTER, SPECIAL STANDARD MAIL, AND LIBRARY MAIL.

FEE IN ADDITION TO POSTAGE:

FIG. 32

CONSUMER POSTAL RATES AND FEES

PRIORITY MAIL - \$0.35

PARCEL POST, BOUND PRINTED MATTER, SPECIAL STANDARD MAIL, AND LIBRARY MAIL - \$0.60

INSURED MAIL

PROVIDES COVERAGE AGAINST LOSS OR DAMAGE. COVERAGE UP TO \$5,000 FOR STANDARD MAIL (B) AS WELL AS STANDARD MAIL MATTER MAILED AT PRIORITY MAIL OR FIRST-CLASS MAIL RATES. ITEMS MUST NOT BE INSURED FOR MORE THAN THEIR VALUE. FOR ITEMS INSURED FOR MORE THAN \$50, RESTRICTED DELIVERY AND RETURN RECEIPT SERVICE ARE ALSO AVAILABLE. THE AMOUNT OF INSURANCE COVERAGE FOR LOSS WILL BE THE ACTUAL VALUE, LESS DEPRECIATION. NO CLAIM PAYMENTS ARE MADE FOR SENTIMENTAL LOSSES OR FOR ANY EXPENSES INCURRED AS A RESULT OF THE LOSS.

INSURANCE COVERAGE DESIRED	FEE IN ADDITION TO POSTAGE
\$0.01 TO \$50.00	\$0.85
50.01 TO 100.00	1.80
100.01 TO 200.00	2.75
200.01 TO 300.00	3.70
300.01 TO 400.00	4.65
400.01 TO 500.00	5.60
500.01 TO 600.00	6.55
600.01 TO 700.00	7.50
700.01 TO 800.00	8.45
800.01 TO 900.00	9.40
900.01 TO 1,000.00	10.35
1,000.01 TO 5,000.00	10.35 PLUS \$0.95 FOR EACH \$100 OR FRACTION THEREOF OVER \$1,000 IN DESIRED COVERAGE

MONEY ORDER

PROVIDES SAFE TRANSMISSION OF MONEY. AVAILABLE IN AMOUNTS UP TO \$700.

FIG. 33

CONSUMER POSTAL RATES AND FEES

FEE PER MONEY ORDER - \$0.80

RETURN RECEIPT FOR MERCHANDISE

PROVIDES THE SENDER WITH A MAILING RECEIPT AND A RETURN RECEIPT. A DELIVERY RECORD IS KEPT AT THE POST OFFICE OF ADDRESS, BUT NO RECORD IS KEPT AT THE OFFICE OF MAILING.

FEE IN ADDITION TO POSTAGE:

SHOWING TO WHOM DELIVERED, SIGNATURE, DATE, AND ADDRESSEE'S ADDRESS (IF DIFFERENT) — \$1.40

DELIVERY RECORD — \$7.00

REGISTERED MAIL

PROVIDES MAXIMUM PROTECTION AND SECURITY FOR VALUABLES. AVAILABLE ONLY FOR ITEMS PAID AT PRIORITY MAIL AND FIRST-CLASS MAIL RATES. MAY BE COMBINED WITH COD, RESTRICTED DELIVERY, OR RETURN RECEIPT. POSTAL INSURANCE IS PROVIDED FOR ARTICLES WITH A DECLARED VALUE UP TO A MAXIMUM OF \$25,000. ONLY ITEMS WITH NO DECLARED VALUE MAY USE REGISTRY SERVICE WITHOUT INSURANCE.

DECLARED VALUE WITHOUT POSTAL INSURANCE	FEE IN ADDITION TO POSTAGE
\$0.00	\$6.00
DECLARED VALUE WITH POSTAL INSURANCE	FEE IN ADDITION TO POSTAGE
\$0.01 TO \$100.00	\$6.20
100.01 TO 500.00	6.75
500.01 TO 1,000.00	7.30
1,000.01 TO 2,000.00	7.85
2,000.01 TO 3,000.00	8.40
3,000.01 TO 4,000.00	8.95
4,000.01 TO 5,000.00	9.50
5,000.01 TO 6,000.00	10.05

<http://www.usps.gov/consumer/domestic.htm>

FIG. 34

CONSUMER POSTAL RATES AND FEES

6,000.01 TO 7,000.00	10.60
7,000.01 TO 8,000.00	11.15
8,000.01 TO 9,000.00	11.70
9,000.01 TO 10,000.00	12.25
10,000.01 TO 11,000.00	12.80
11,000.01 TO 12,000.00	13.35
12,000.01 TO 13,000.00	13.90
13,000.01 TO 14,000.00	14.45

FOR HIGHER VALUES SEE THE DOMESTIC RATE CALCULATOR OR  DOMESTIC MAIL MANUAL R MODULE.

RESTRICTED DELIVERY

PERMITS A MAILER TO DIRECT DELIVERY ONLY TO THE ADDRESSEE OR ADDRESSEE'S AUTHORIZED AGENT. THE ADDRESSEE MUST BE AN INDIVIDUAL (OR NATURAL PERSON) SPECIFIED BY NAME. AVAILABLE ONLY FOR CERTIFIED MAIL, COD, MAIL INSURED FOR MORE THAN \$50, OR REGISTERED MAIL.

FEE IN ADDITION TO POSTAGE — \$2.75

RETURN RECEIPT

PROVIDES A MAILER WITH EVIDENCE OF DELIVERY. ALSO SUPPLIES THE RECIPIENT'S ACTUAL DELIVERY ADDRESS IF IT IS DIFFERENT FROM THE ADDRESS USED BY THE SENDER. A RETURN RECEIPT MAY BE REQUESTED BEFORE OR AFTER DELIVERY. AVAILABLE ONLY FOR EXPRESS MAIL, CERTIFIED MAIL, COD, MAIL INSURED FOR MORE THAN \$50, OR REGISTERED MAIL.

FEE IN ADDITION TO POSTAGE:

REQUESTED AT TIME OF MAILING: SHOWING TO WHOM DELIVERED, SIGNATURE, DATE, AND ADDRESSEE'S ADDRESS (IF DIFFERENT)—\$1.25

REQUESTED AFTER MAILING: SHOWING TO WHOM AND DATE DELIVERED—\$7.00

SIZES FOR DOMESTIC MAIL

POSTCARD RATE DIMENSIONS:

<http://www.usps.gov/consumer/domestic.htm>

CONSUMER POSTAL RATES AND FEES

- MINIMUM: 3-1/2 BY 5 INCHES BY 0.007 INCH THICK.
- MAXIMUM: 4-1/4 BY 6 INCHES BY 0.016 INCH THICK.



ALL MAIL MUST MEET THESE STANDARDS:

- THICKNESS - NOT LESS THAN 0.007 INCH THICK. PIECES THAT ARE 1/4 INCH THICK OR LESS MUST BE AT LEAST 3-1/2 INCHES HIGH, 5 INCHES LONG, AND RECTANGULAR IN SHAPE.
- COMBINED LENGTH AND GIRTH - NOT MORE THAN 108 INCHES, EXCEPT PARCEL POST MAY NOT EXCEED 130 INCHES.
- WEIGHT - NOT MORE THAN 70 POUNDS.

KEYS AND IDENTIFICATION DEVICES ARE EXEMPTED FROM THESE REQUIREMENTS.

ADDITIONAL STANDARDS APPLY TO BULK MAIL AND MAIL ADDRESSED TO APOs AND FPOs.

ADDITIONAL INFORMATION

FOR COMPLETE RATE INFORMATION FOR ALL CLASSES OF MAIL, SEE  DOMESTIC MAIL MANUAL R MODULE AND  NOTICE 123, RATEFOLD.

<http://www.usps.gov/consumer/domestic.htm>

FIG. 36

USPS DOMESTIC RATE CALCULATOR

PLEASE ENTER TWO 5-DIGIT U.S. ZIP CODES. (REQUIRED)

FROM ZIP CODE: TO ZIP CODE:

HOW MUCH DOES IT WEIGH?

SIX 8-1/2 x 11 PIECES OF PAPER WEIGH APPROXIMATELY 1 OUNCE

 POUNDS OUNCES

DOES YOUR PACKAGE HAVE ANY SPECIAL CHARACTERISTICS?

CHARACTERISTICS:

CONTINUE

FOR ASSISTANCE WITH ZIP CODES USE CITY STATE / ZIP CODE ASSOCIATIONS
(ZIP CODE LOOKUP WILL OPEN IN A NEW WINDOW)

USPS DOMESTIC RATE CALCULATOR

FIRST, HOW QUICKLY DO YOU WANT IT DELIVERED?

- 4 DAY(S)
PARCEL POST HELP \$10.06
- 2 DAY(S)
PRIORITY MAIL HELP \$11.05
- OVERNIGHT TO MOST AREAS
EXPRESS MAIL HELP \$36.80

TO ADD SPECIAL SERVICES, SELECT ONE OPTION ABOVE.

[CLICK HERE TO START OVER](#)

FIG. 38

USPS DOMESTIC RATE CALCULATOR

WOULD YOU LIKE AN ADDITIONAL SPECIAL SERVICE?

- ☒ CERTIFIED MAIL (PROOF OF DELIVERY) [HELP](#)
☐ REGISTERED [HELP](#)
☐ COLLECT ON DELIVERY [HELP](#)
☐ INSURANCE [HELP](#)
☐ NONE OF THESE

WOULD YOU LIKE TO ADD DELIVERY CONFIRMATION?

(NOT AVAILABLE WITH CERTIFIED MAIL)

- ☒ NO
☐ YES ADD \$0.35

CONTINUE

FIG. 39

USPS DOMESTIC RATE CALCULATOR

CERTIFIED MAIL IS LEGAL PROOF OF DELIVERY. HERE ARE CERTIFIED OPTIONS WITH THEIR PRICES, INCLUDING POSTAGE. WHICH DO YOU WANT?

- | | |
|---|---------|
| ● <u>PROOF OF DELIVERY, WE KEEP A RECORD AT THE POST OFFICE</u> | \$12.45 |
| ● <u>PROOF OF DELIVERY, RETURN RECEIPT SENT TO YOU</u> | \$13.70 |
| ● <u>RESTRICTED DELIVERY TO A SPECIFIC PERSON</u> | \$15.20 |
| ● <u>RESTRICTED DELIVERY TO A SPECIFIC PERSON WITH A RETURN RECEIPT SENT TO YOU</u> | \$16.45 |

[CLICK HERE TO START OVER](#)

USPS DOMESTIC RATE CALCULATOR



[SEARCH](#) [STAMPS](#) [TRACK/CONFIRM](#) [ZIP CODES](#)
[RATE CALCULATOR](#) [CHANGE OF ADDRESS](#) [HOME](#)

IF YOU MAIL YOUR 12 POUND 0 OUNCE PRIORITY MAIL
 PACKAGE FROM SKANEATELES, NY 13152 TO
 GREENVILLE, SC 29604 (ZONE 5) WE ESTIMATE
 YOUR PACKAGE WILL ARRIVE IN 2 DAY(S).

THE PRICE IS:

PRIORITY MAIL	\$11.05
CERTIFIED MAIL	\$1.40
RETURN RECEIPT	\$1.25

TOTAL CHARGES	\$13.70
----------------------	----------------

*MARK THE PACKAGE "PRIORITY MAIL" IN THE POSTAGE AREA.

THE \$3.20 2-POUND RATE IS CHARGED FOR ITEMS SENT IN A FLAT-RATE ENVELOPE PROVIDED BY THE USPS, REGARDLESS OF THE WEIGHT OF THE PIECE.

[CLICK HERE TO MAKE ANOTHER POSTAGE CALCULATION](#)



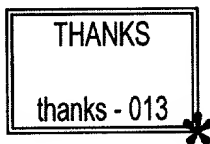
STARTING POINT FOR THE FLOW UNLESS THERE ARE SPECIAL RULES FOR ENTERING THE FLOW VIA BACK UP.



STARTING POINT FOR THE FLOW WHEN THERE ARE SPECIAL RULES FOR ENTERING THE FLOW VIA BACK UP. NOTE: IN FLOWS WHERE THERE IS NO BACKUP SYMBOL, BACK UP FROM ANOTHER FLOW GOES TO THE START SYMBOL ABOVE.

WHAT KIND
OF STAMP?
stamps2 - 002

CST SCREEN. A SHORT DESCRIPTION ON TOP. LAST LINE IS SCREEN TITLE - SCREEN NUMBER



CST SCREEN THAT DOES NOT DISPLAY A BACK-UP BUTTON IS DOUBLE-BORDERED. SUCH A SCREEN THEREFORE ACTS AS A STOP IN ALL BACK-UP FLOWS. USERS CANNOT BACK UP BEYOND THIS POINT IN A FLOW. A SCREEN WITH AN ASTERISK IN THE LOWER RIGHT CORNER INDICATES NO EXIT BUTTON. A SHORT DESCRIPTION AT TOP. LAST LINE IS SCREEN TITLE - SCREEN NUMBER

NOTE:

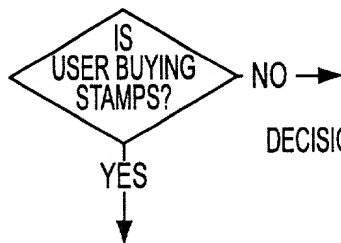
SPECIAL ADDITIONAL INFORMATION ABOUT SOME ASPECT OF THE FLOW. THE EXTENSION (HERE SHOWN AT UPPER LEFT) POINTS TO THE ASPECT OF THE FLOW BEING REFERENCED.

CLEAR
LOOK-UP-ZIP
BUFFER.

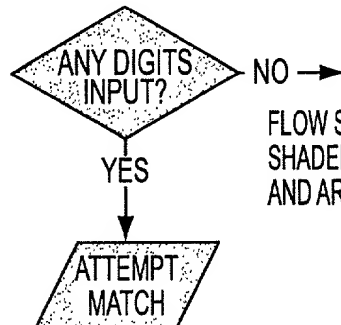
SYSTEM ACTION

CONFIGURE
MAIN MENU
FLOW 1

OTHER FLOW REFERENCE. THE FLOW TITLE IS AT TOP. LAST LINE IS FLOW NUMBER.



DECISION POINT.



FLOW SEGMENTS CURRENTLY UNDER DISCUSSION. SHADED AREAS LIKE THIS GENERALLY HAVE NOT BEEN REVIEWED OR APPROVED, AND ARE NOT REFLECTED IN THE CURRENT DEMO.

FIG. 42

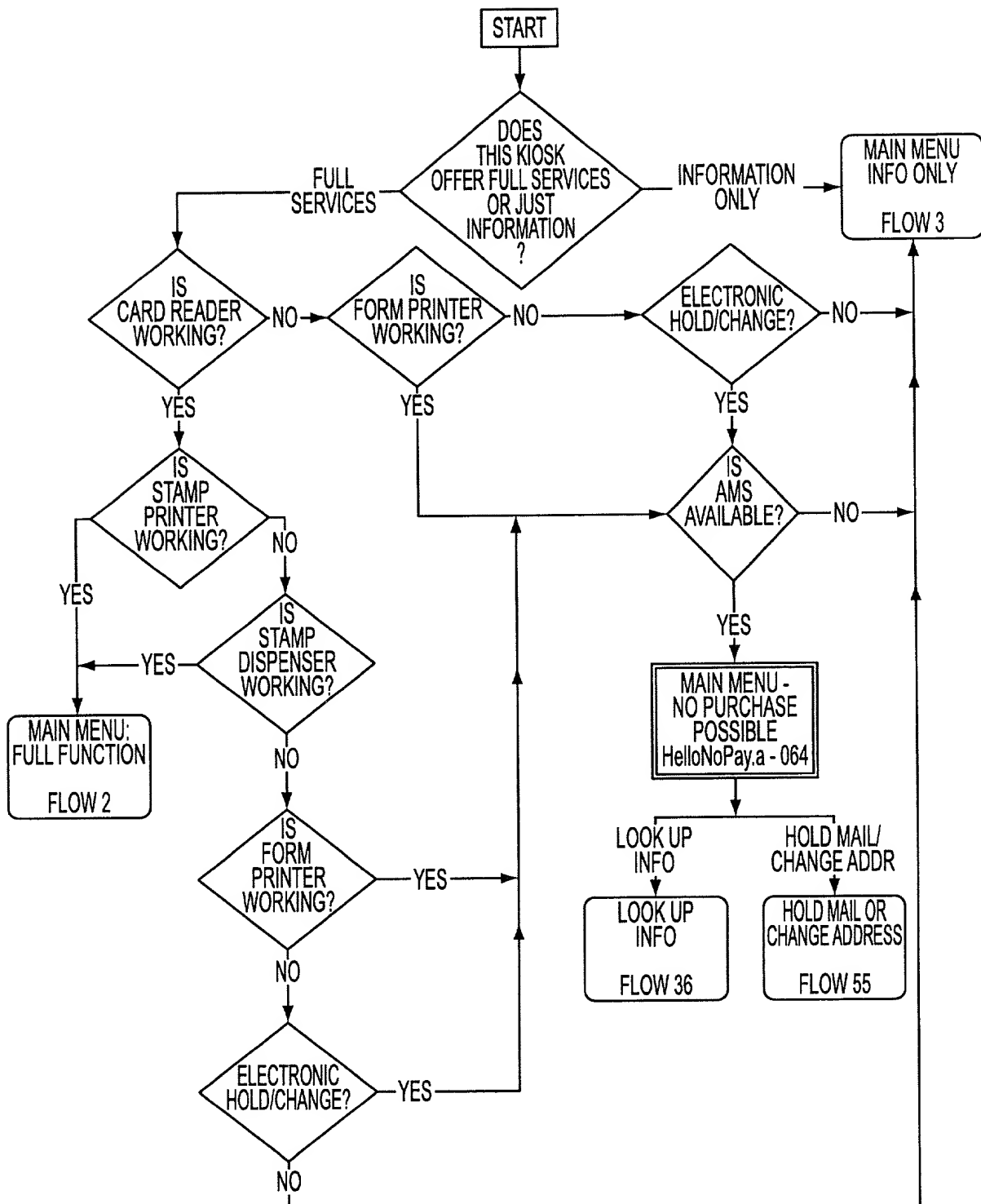


FIG. 43

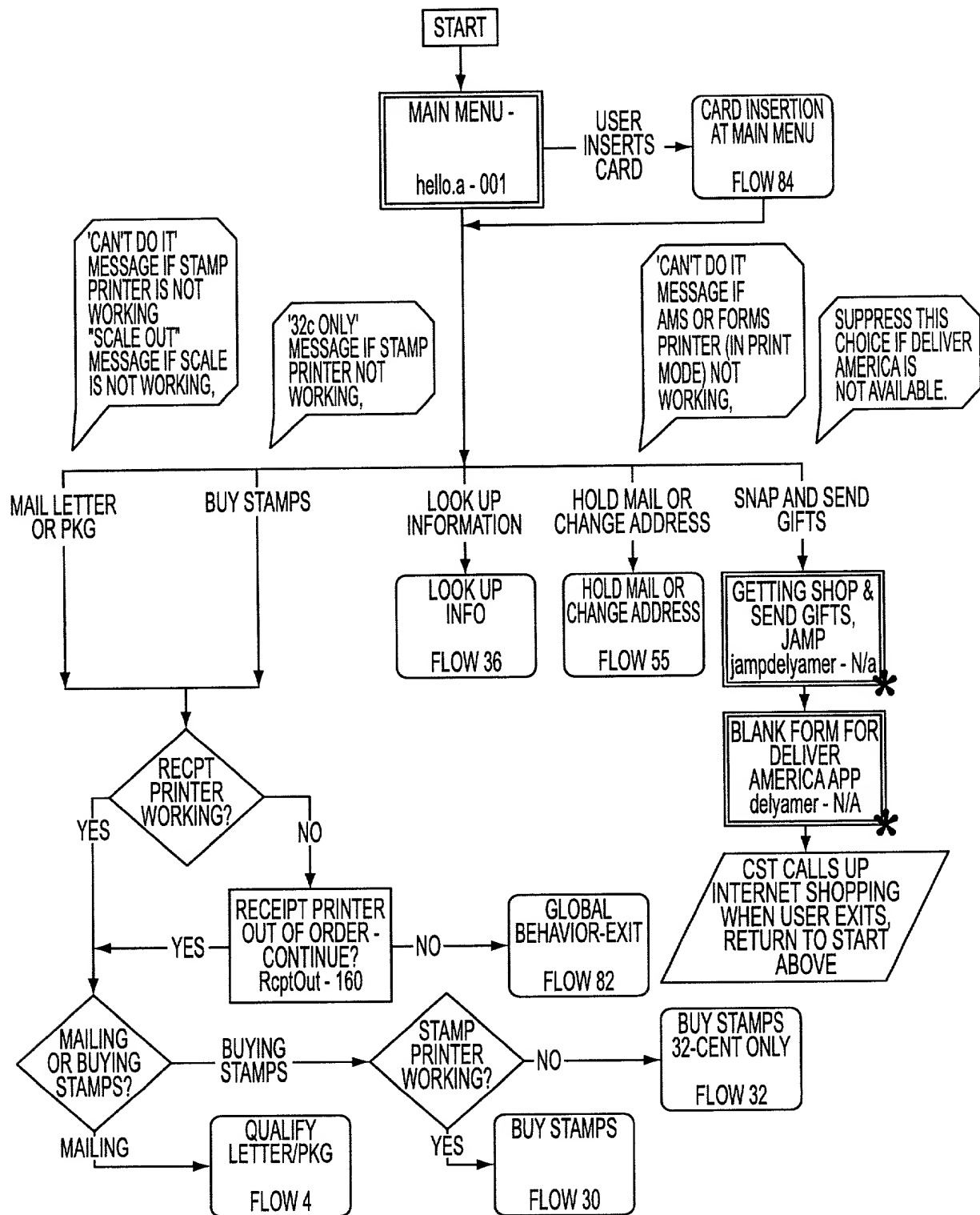


FIG. 44

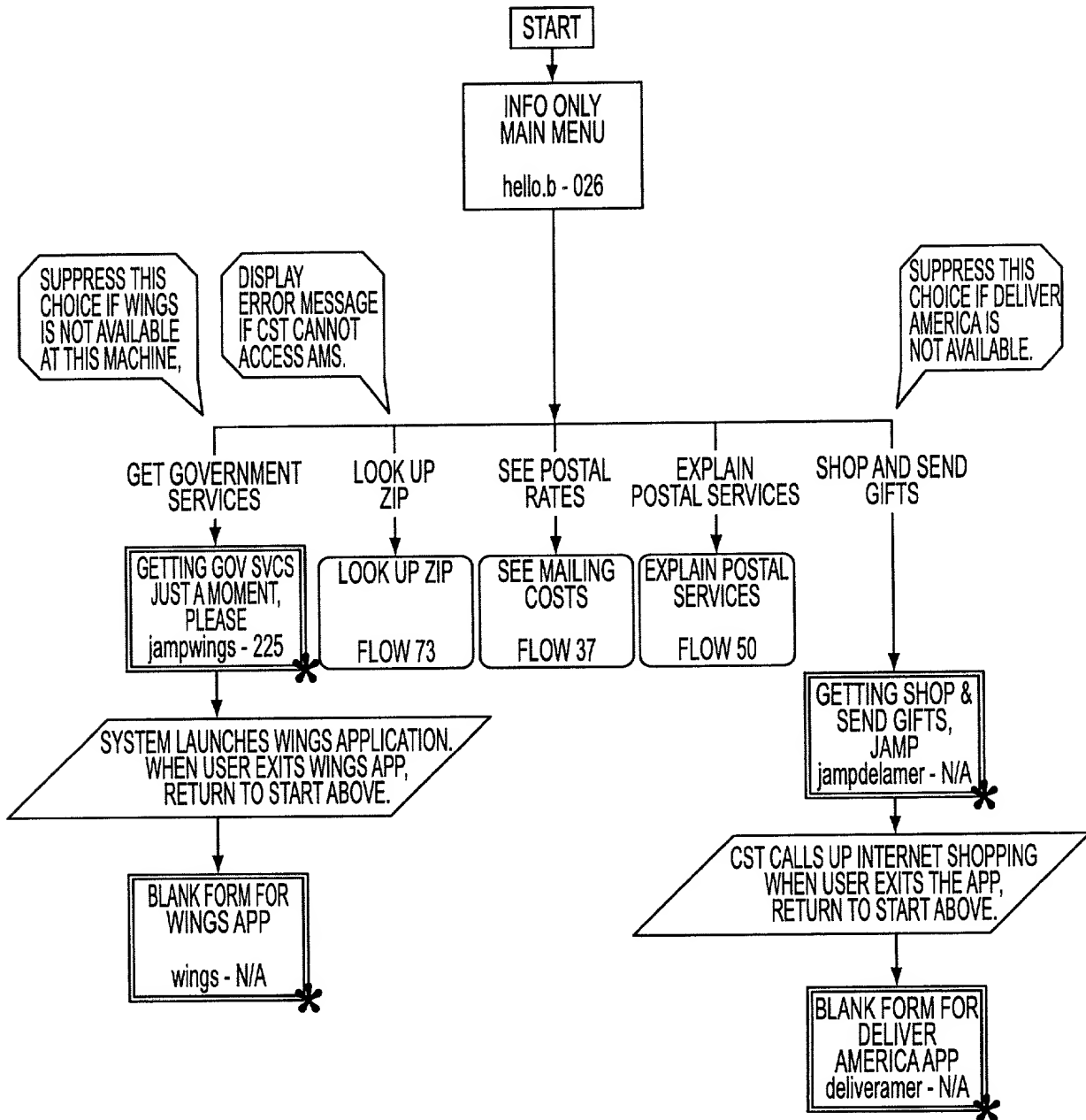


FIG. 45



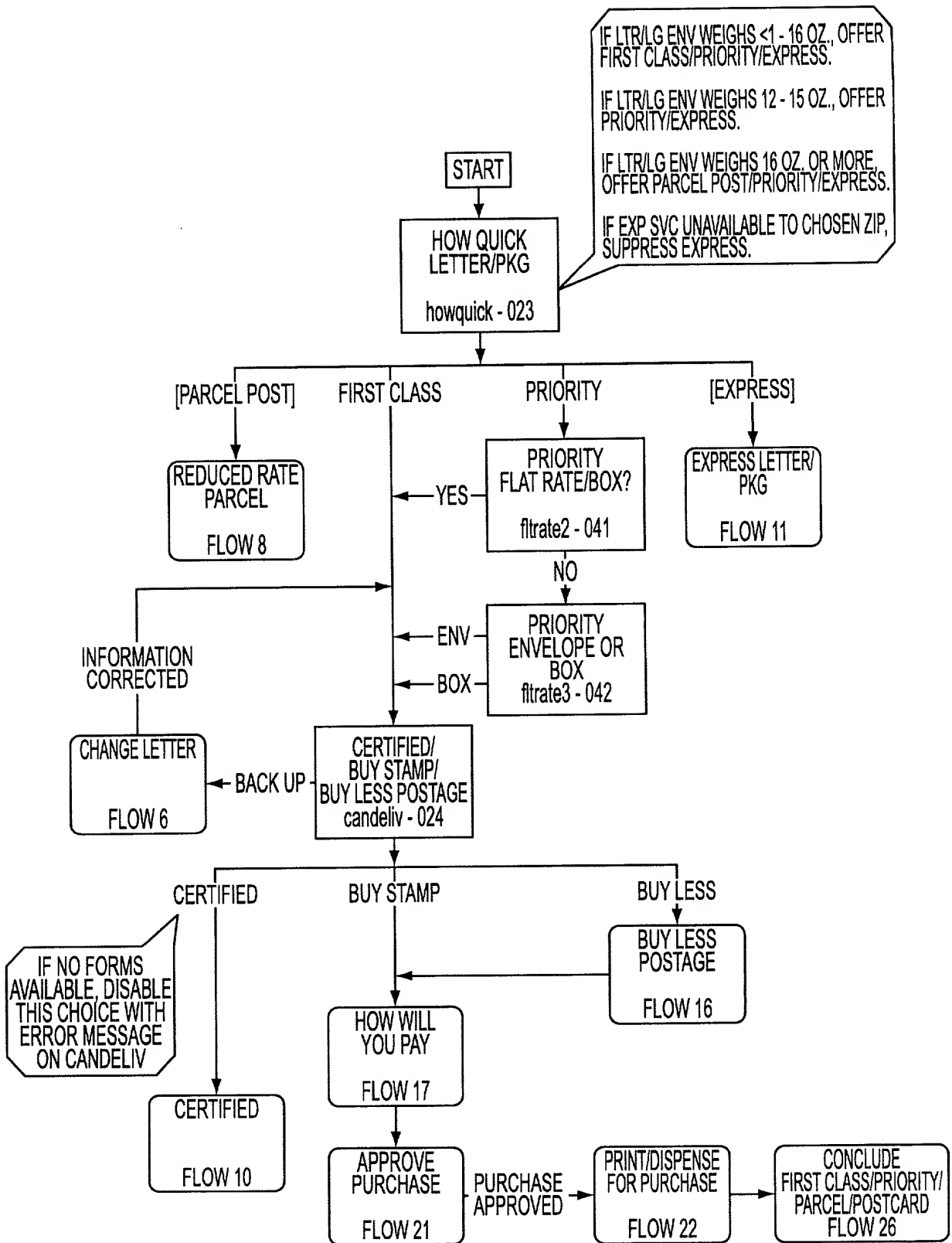


FIG. 47

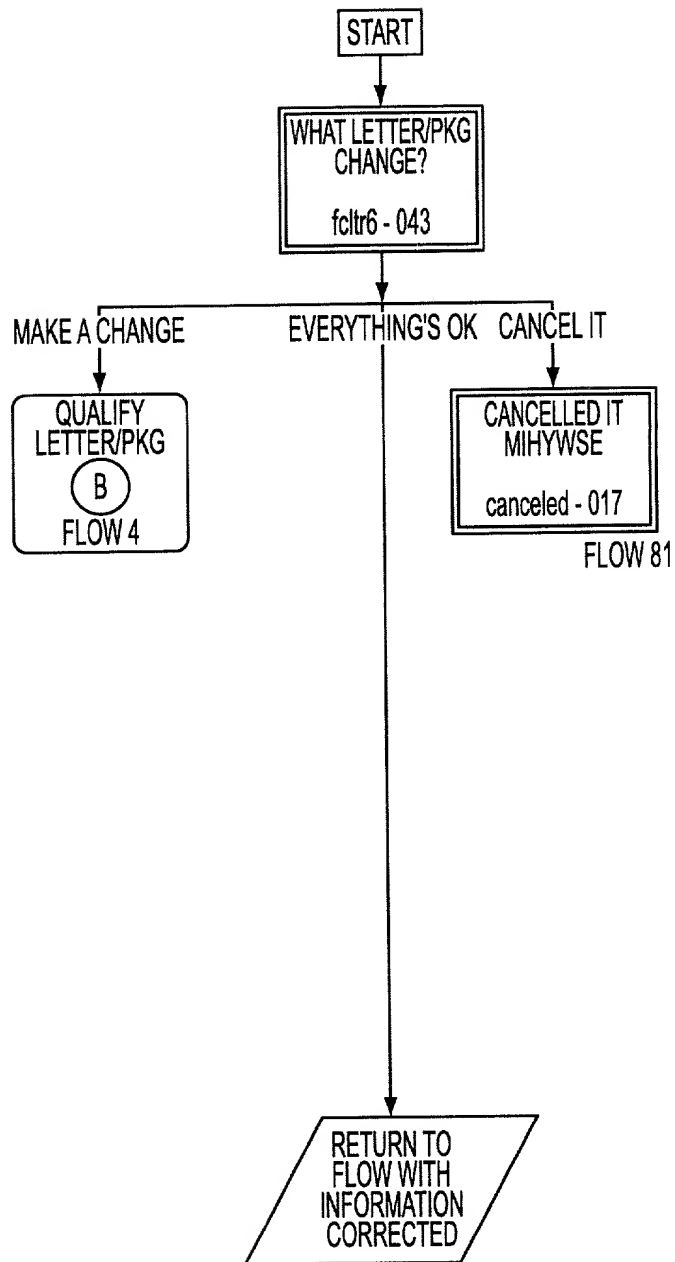


FIG. 48

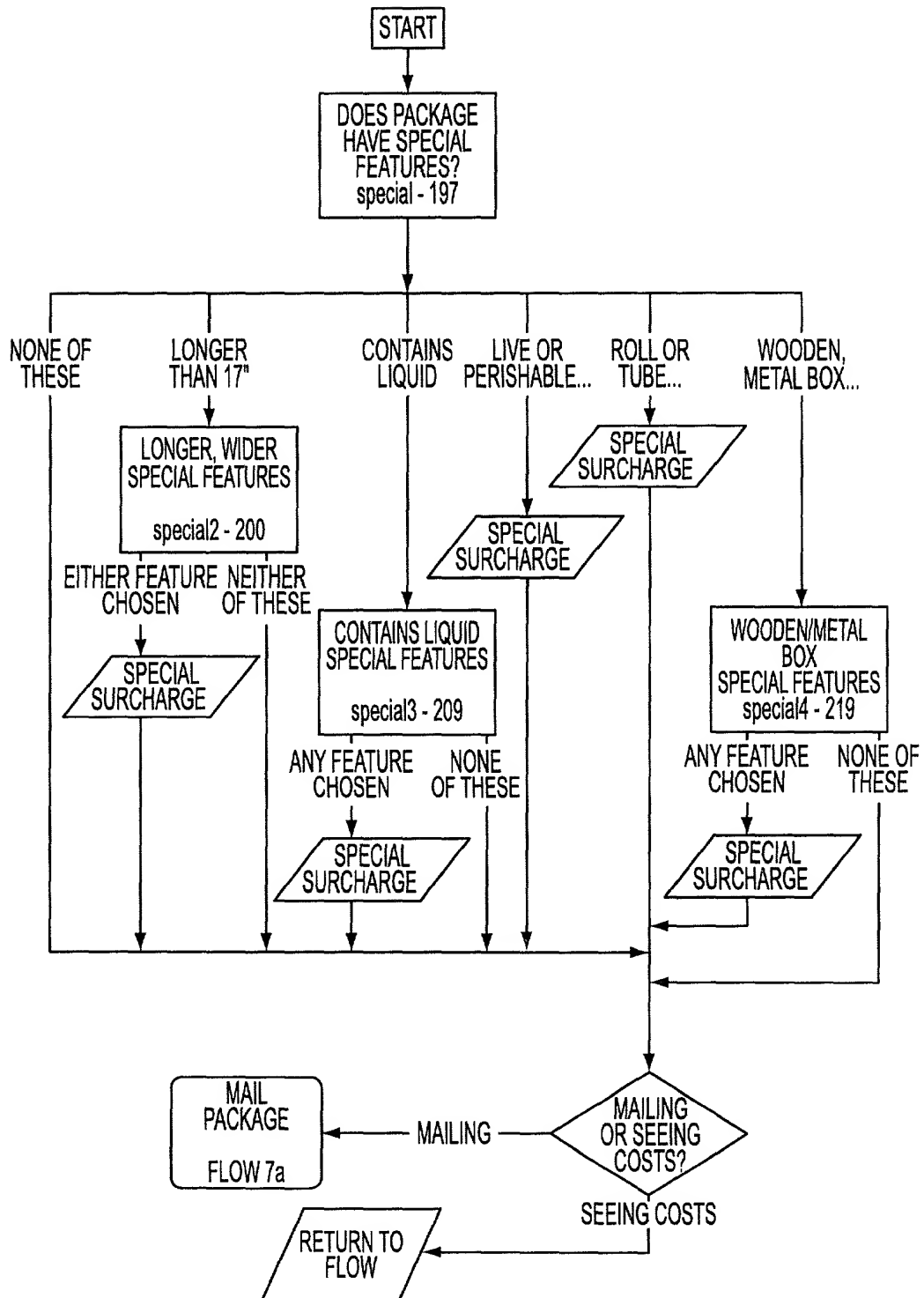


FIG. 49

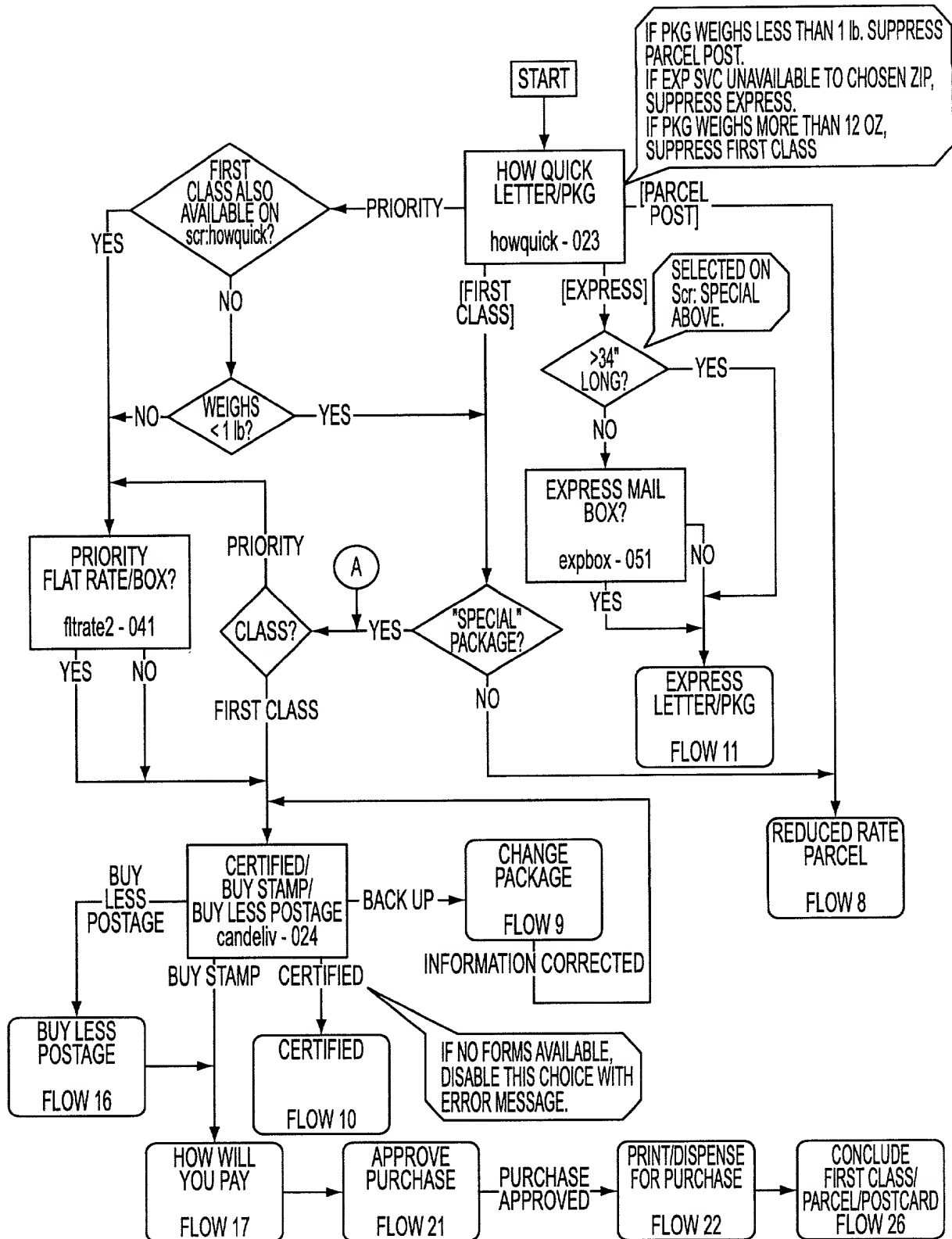


FIG. 50

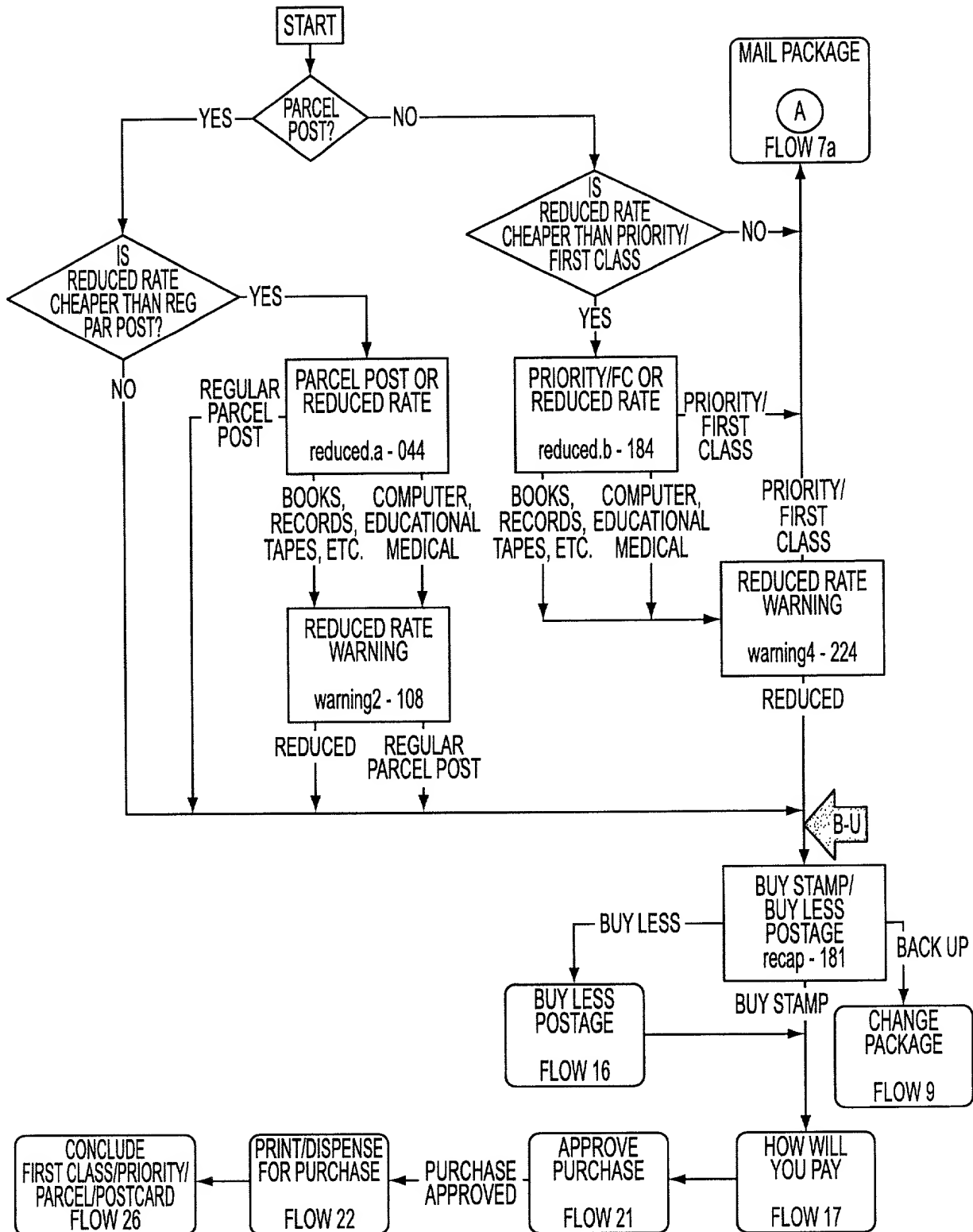


FIG. 51

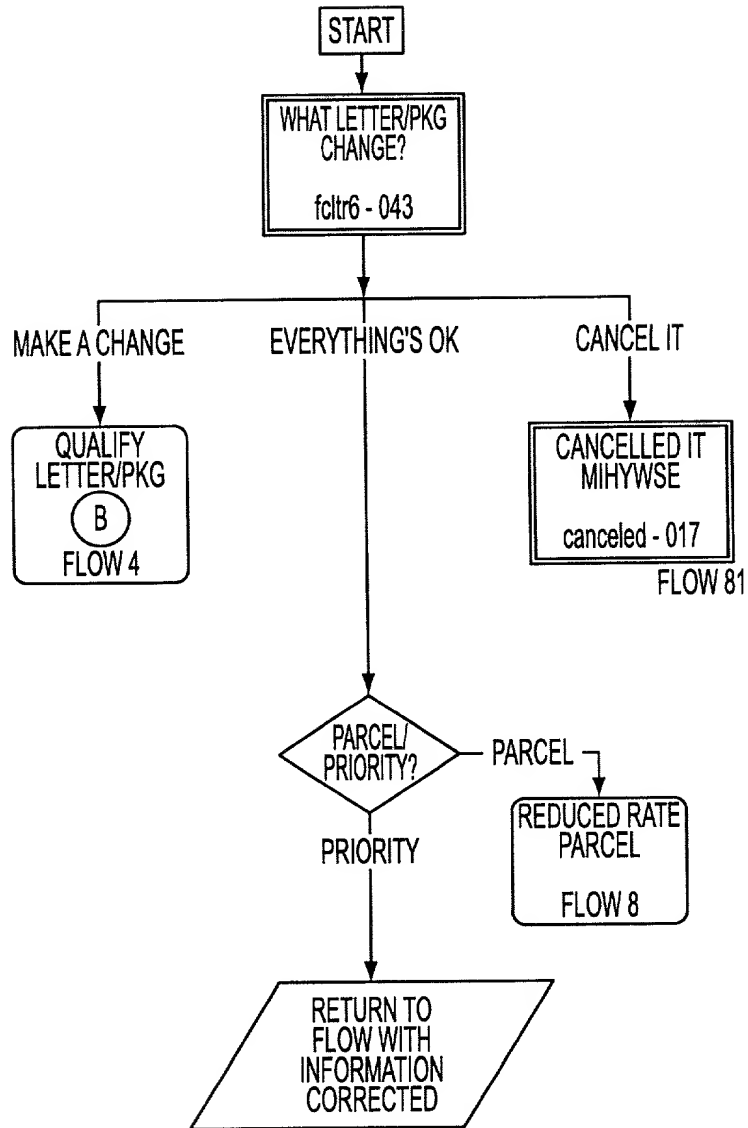


FIG. 52

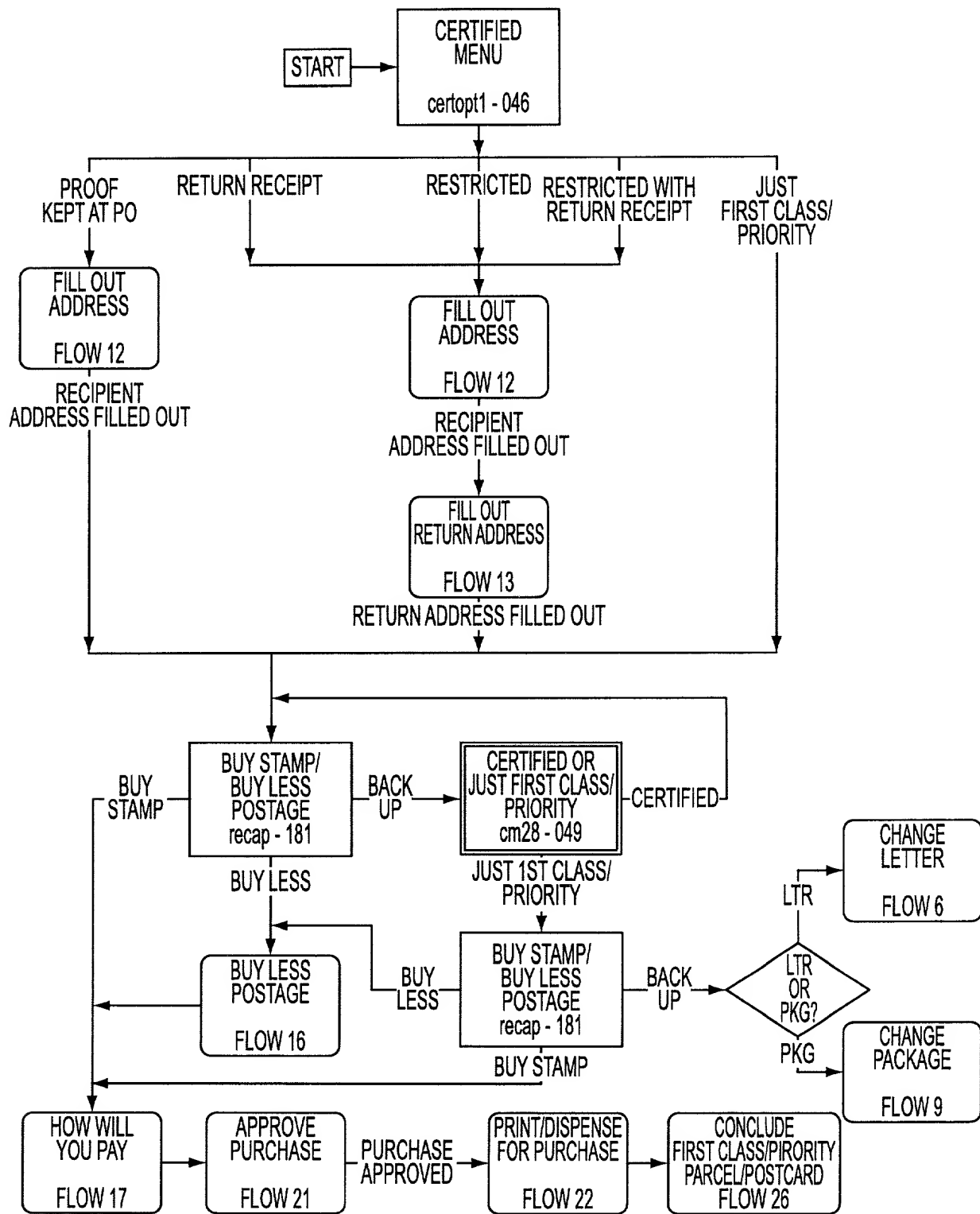


FIG. 53

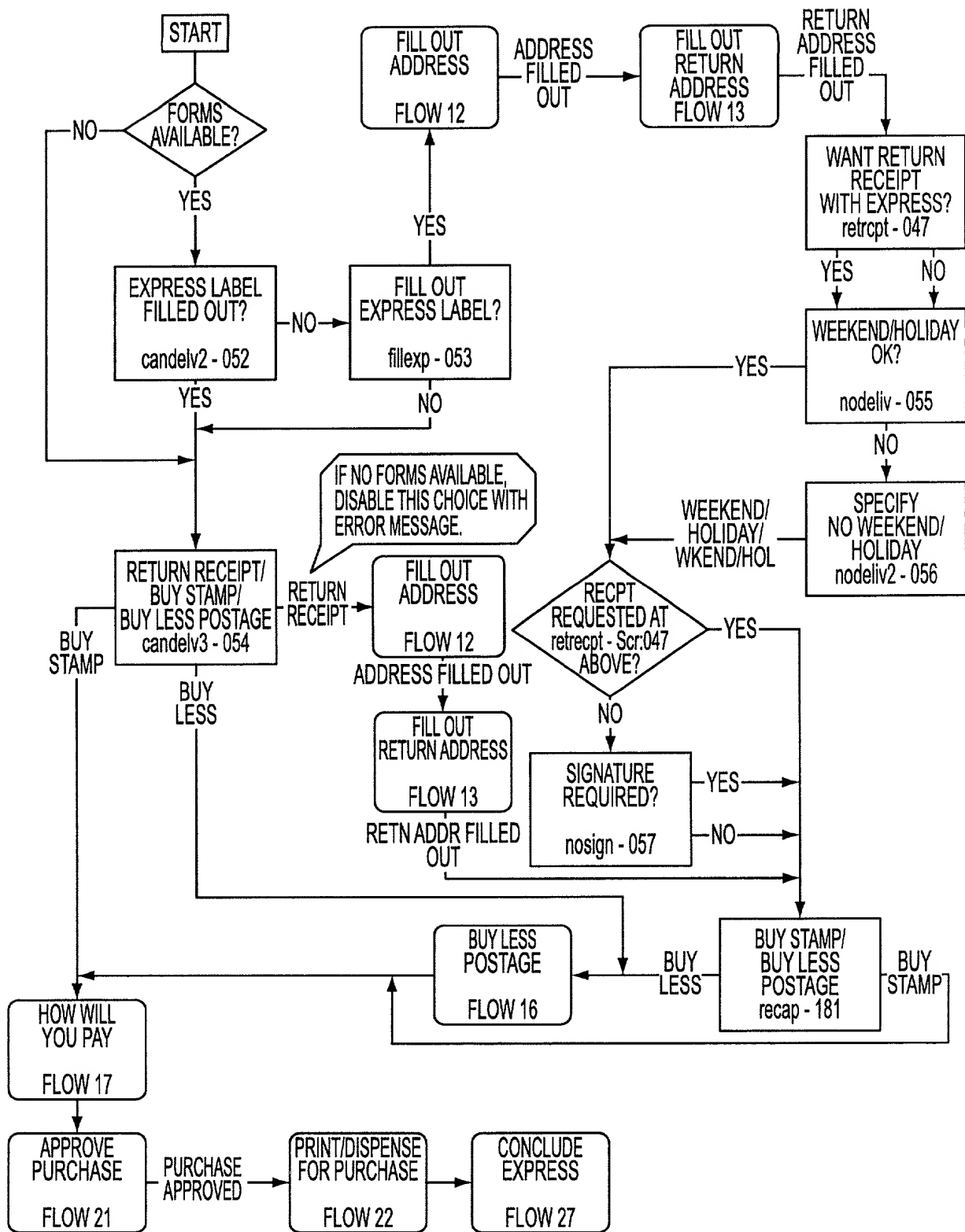


FIG. 54

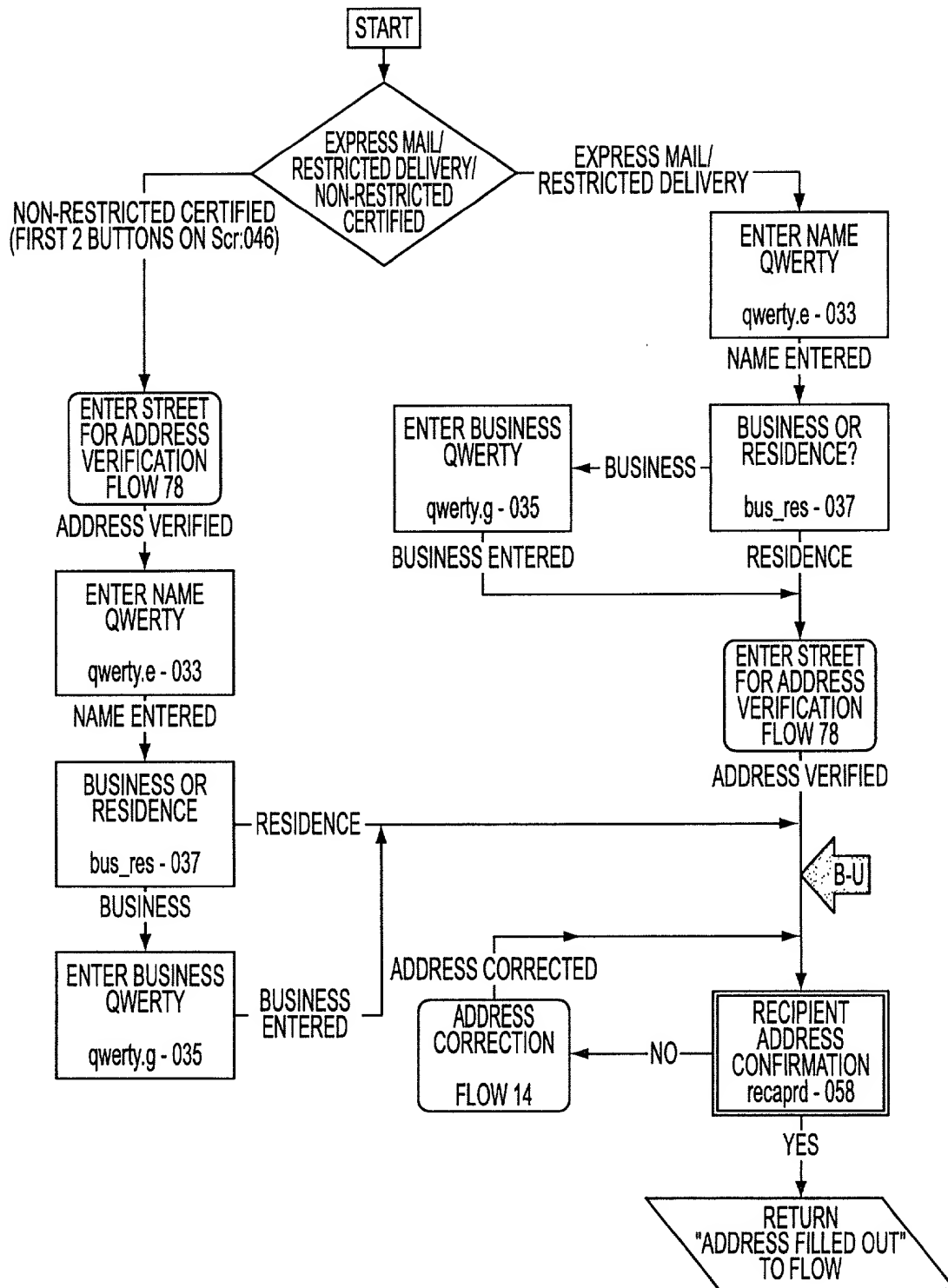


FIG. 55

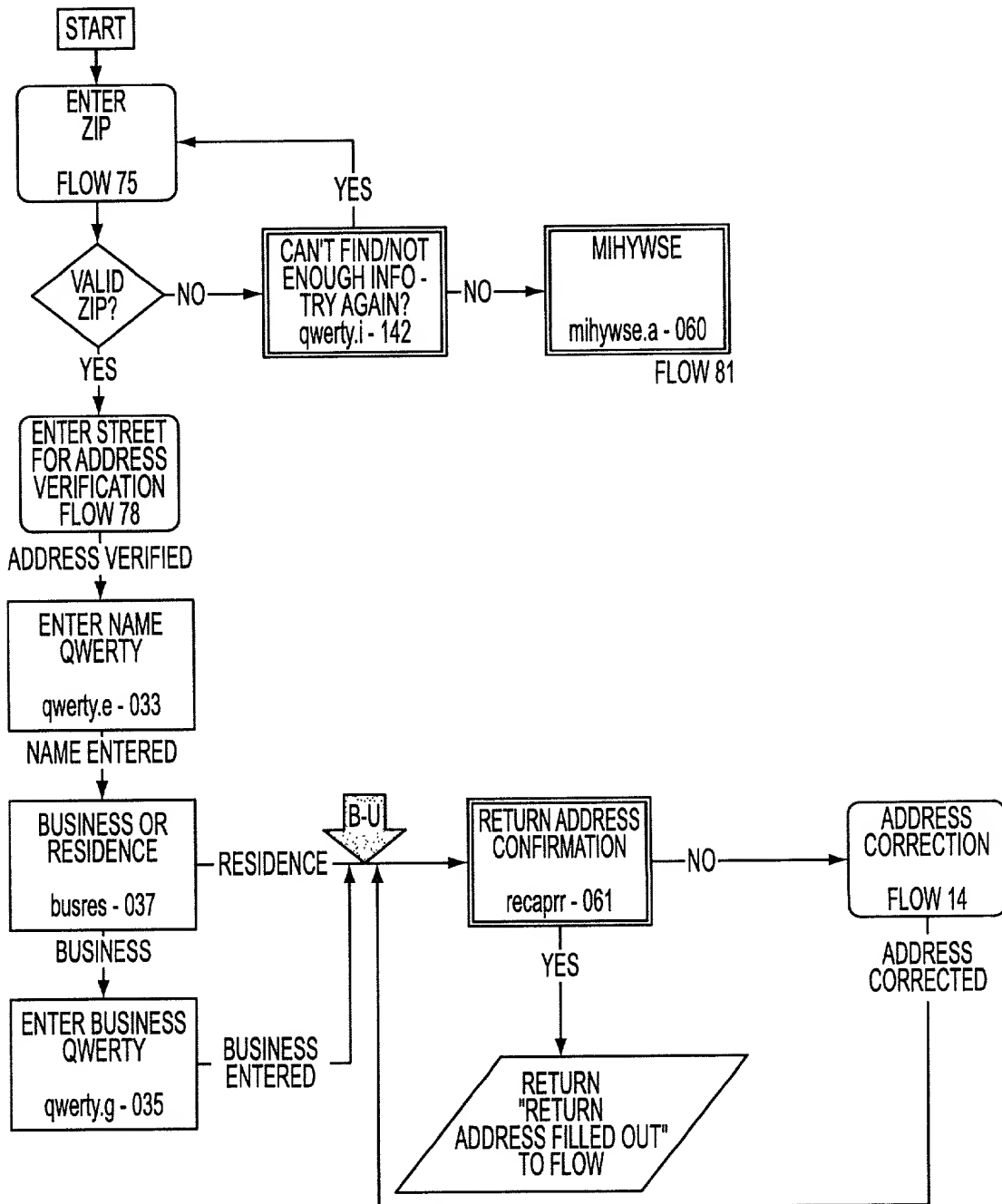


FIG. 56

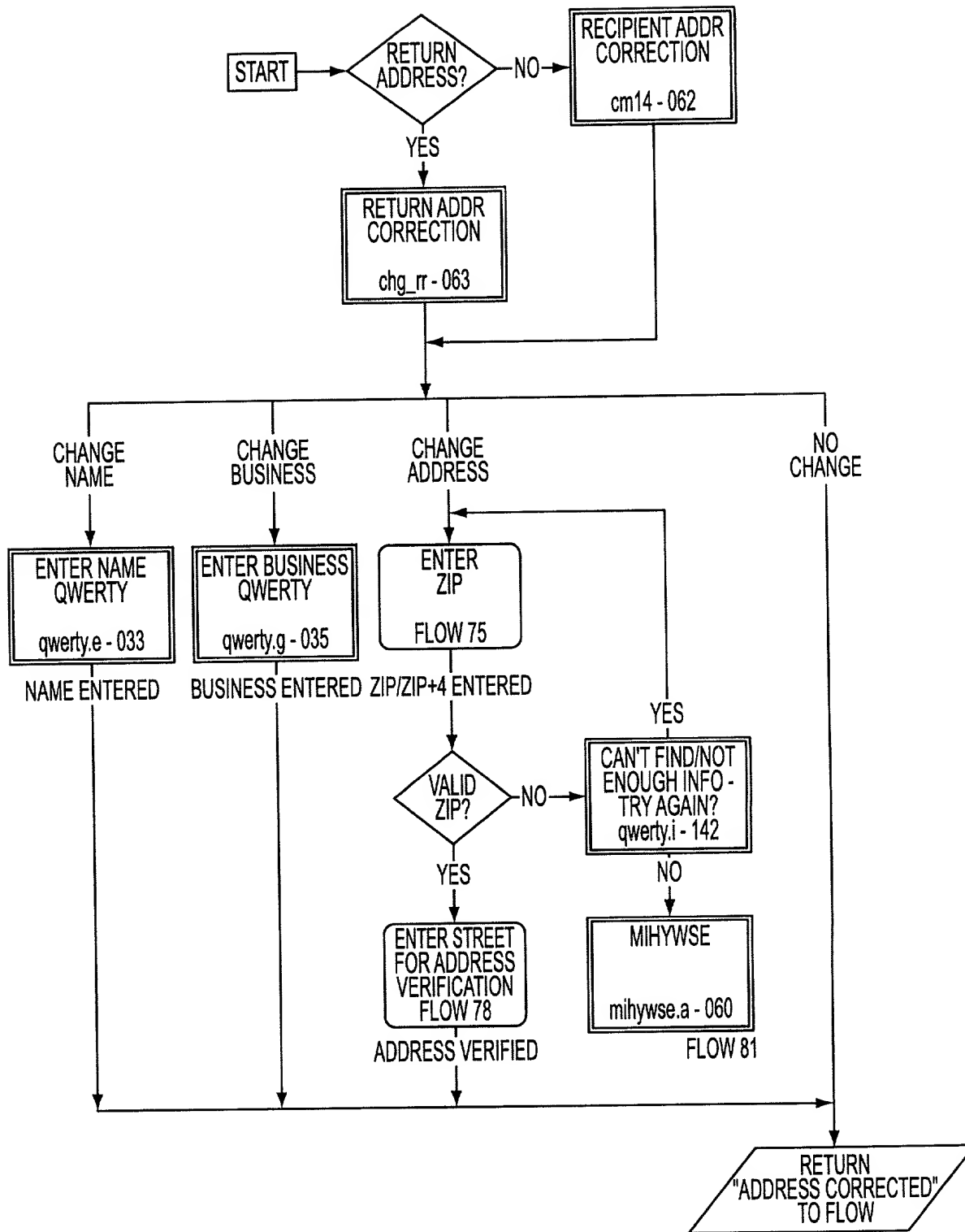


FIG. 57

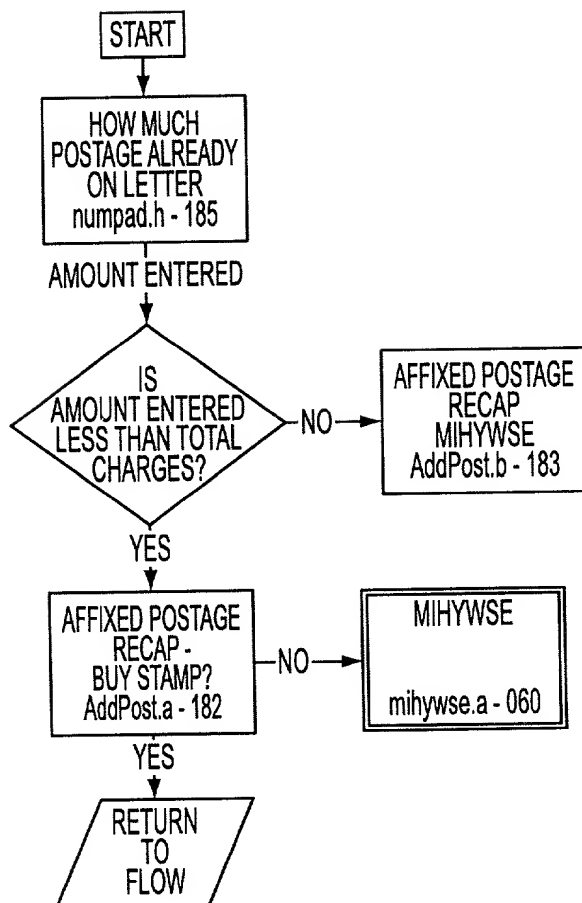


FIG. 58

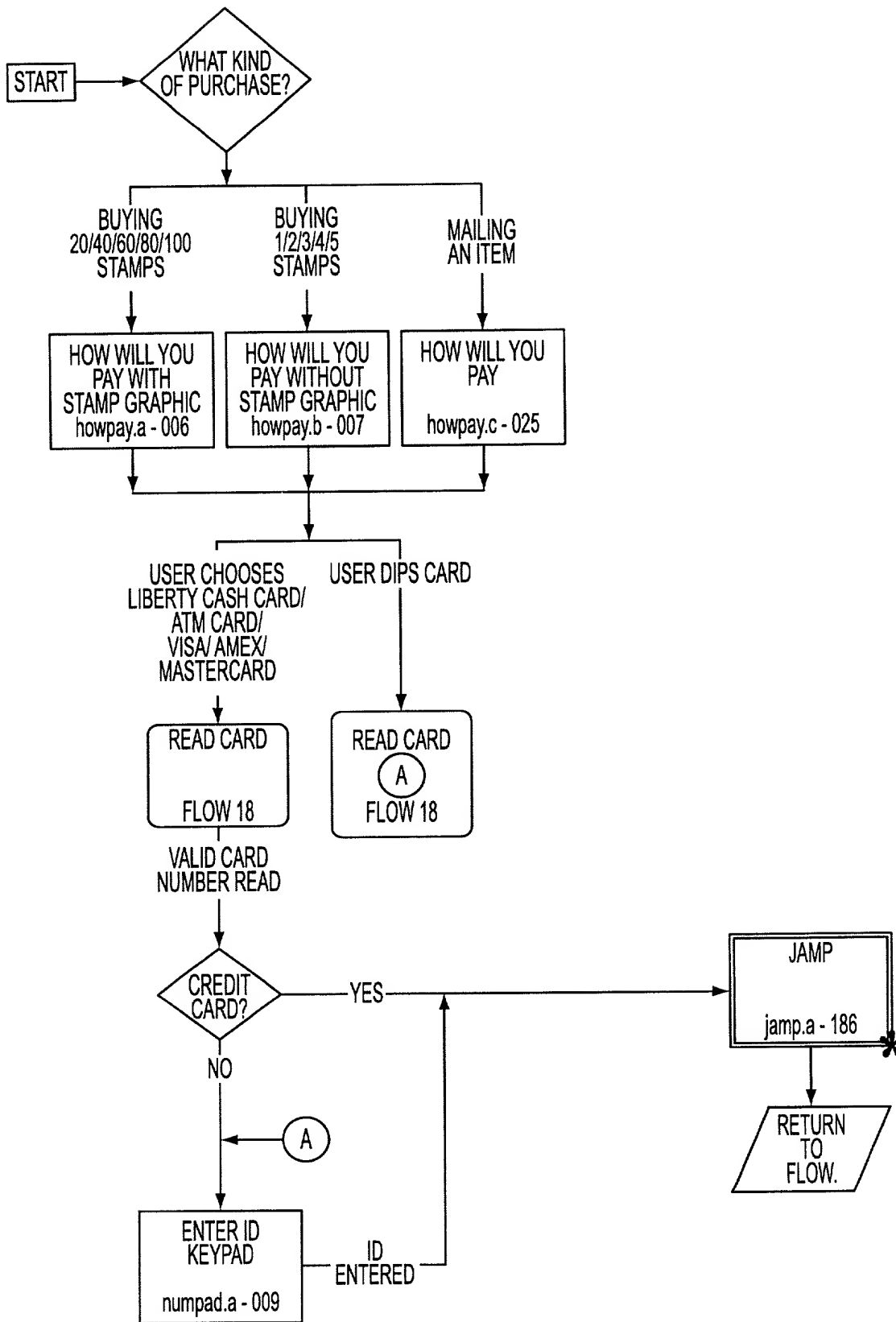


FIG. 59

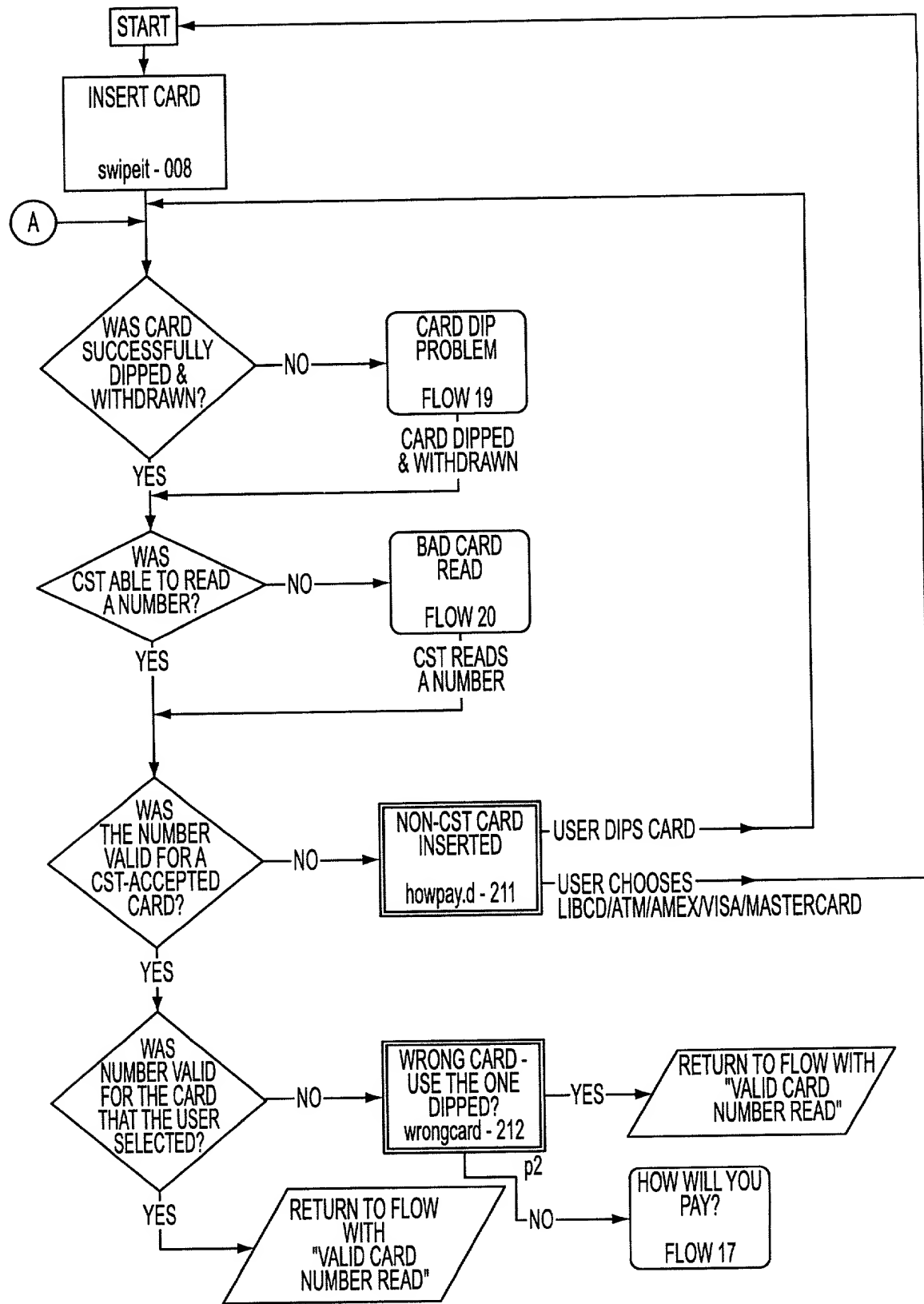


FIG. 60

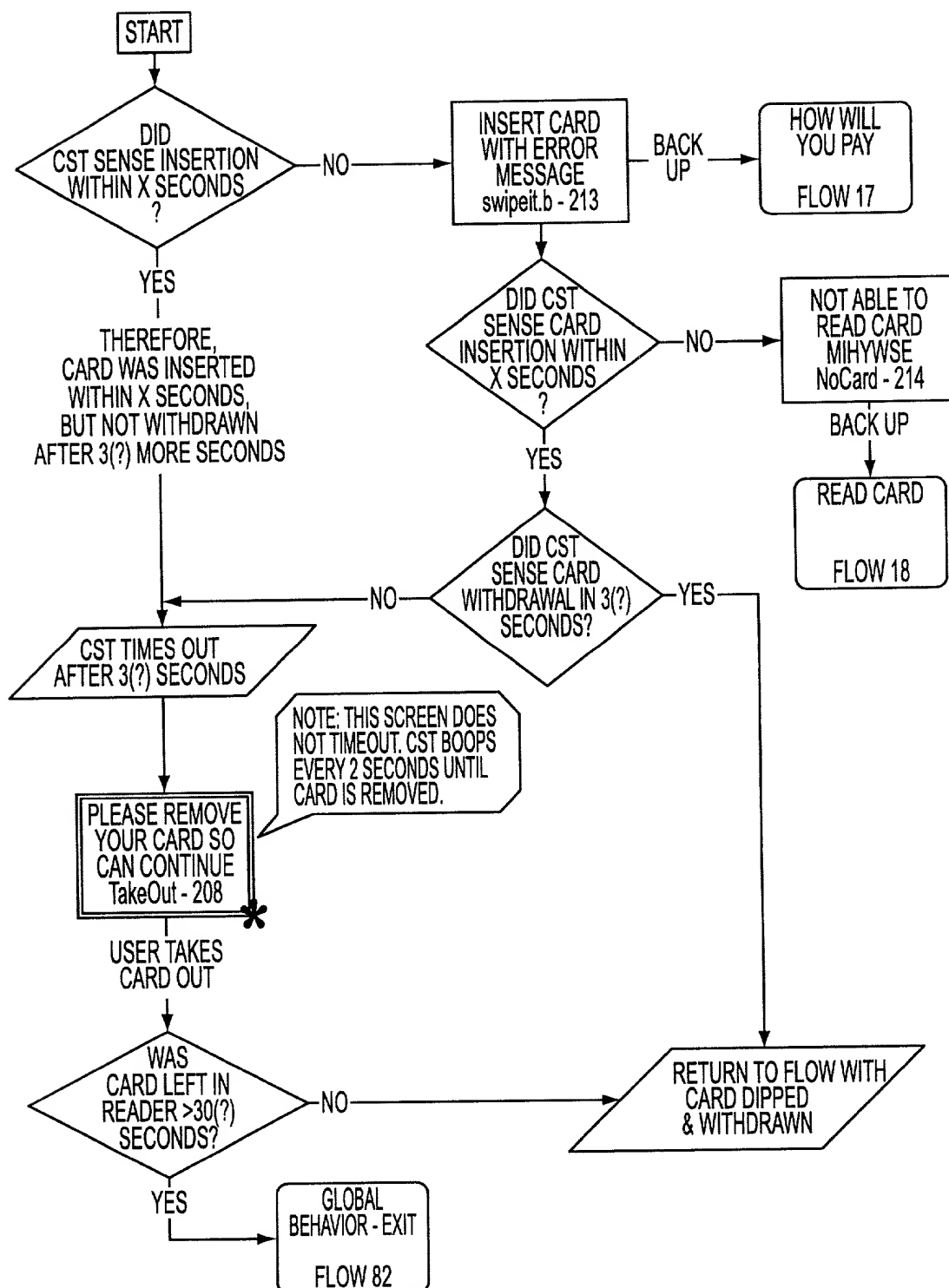


FIG. 61

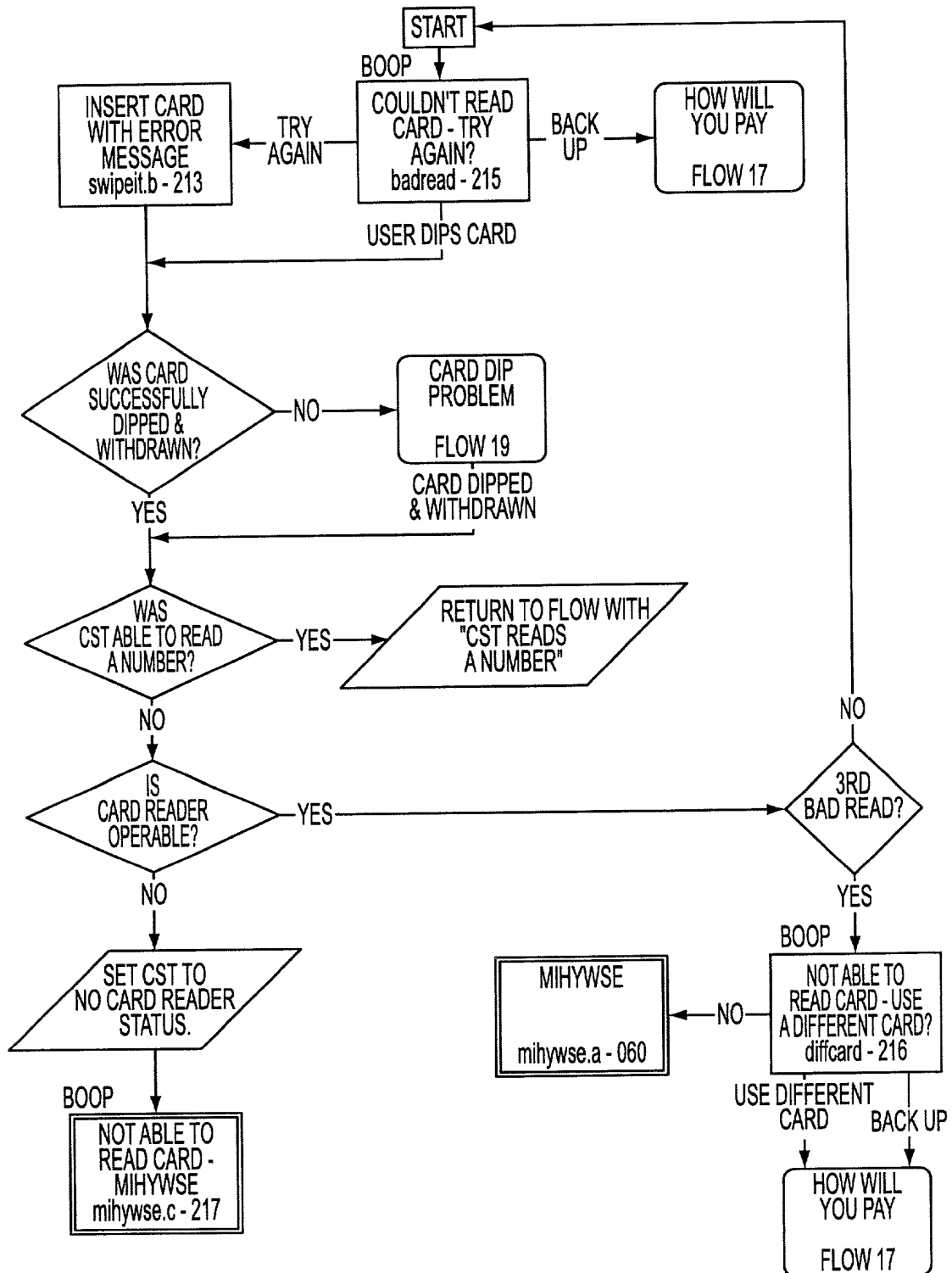


FIG. 62

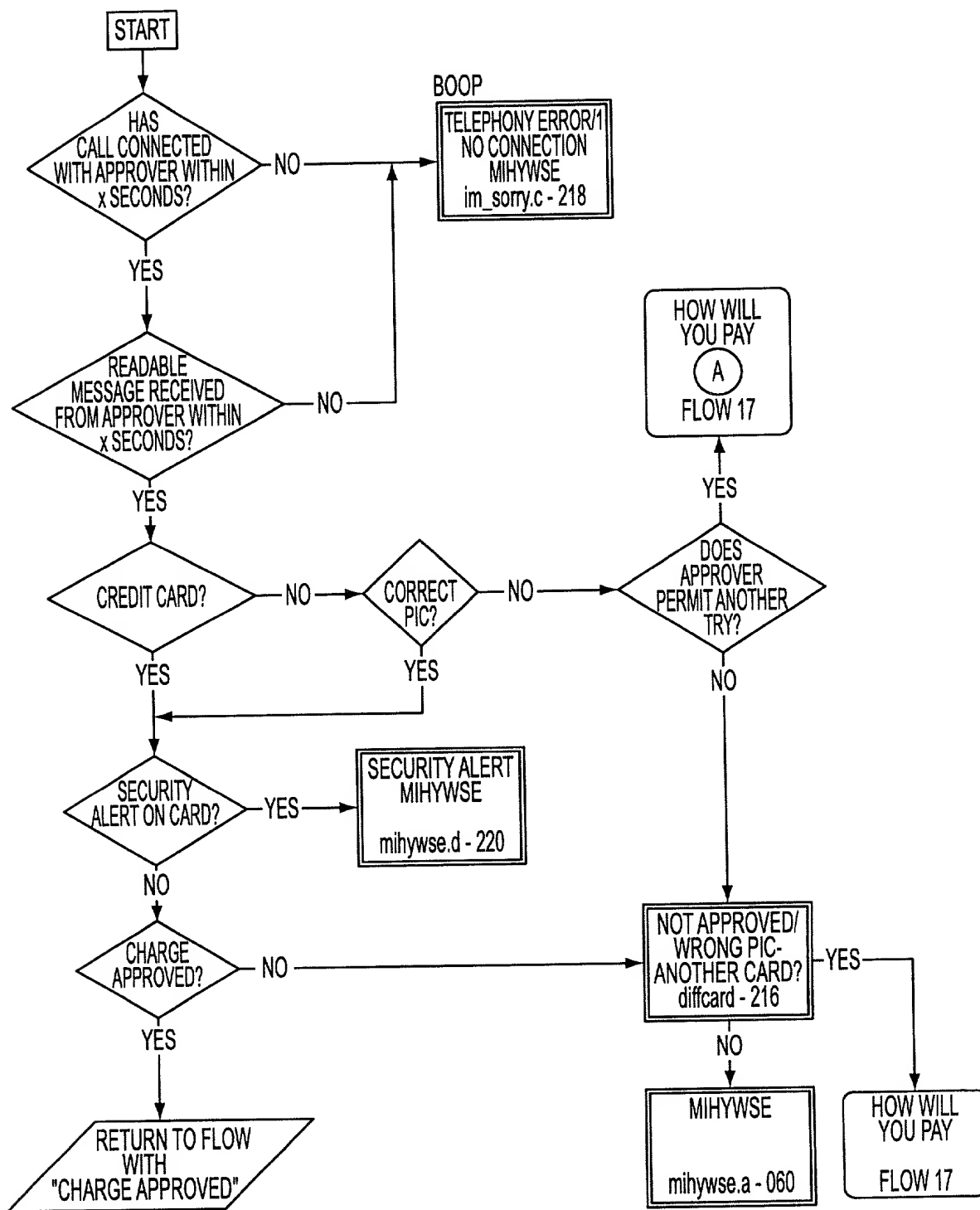


FIG. 63

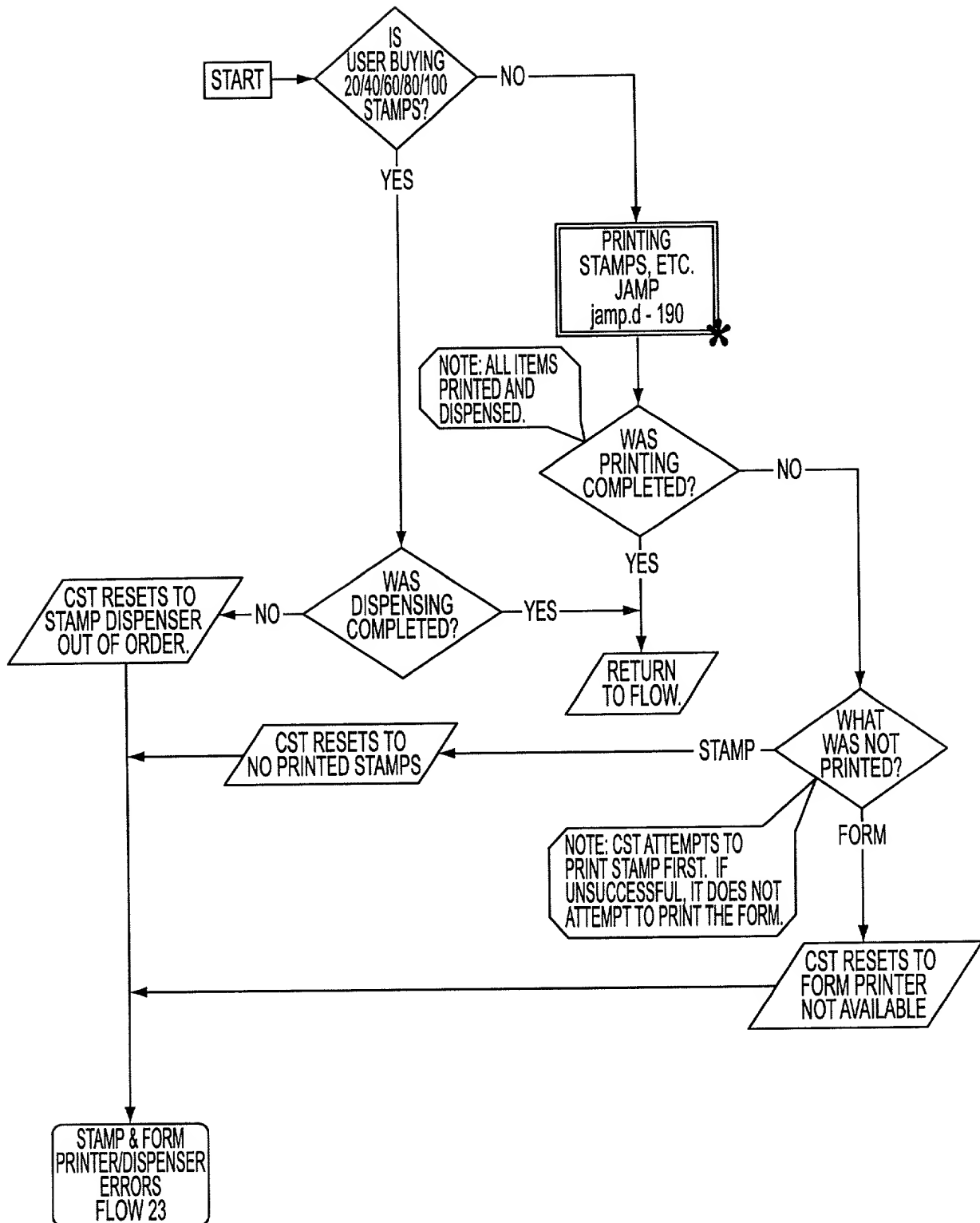


FIG. 64

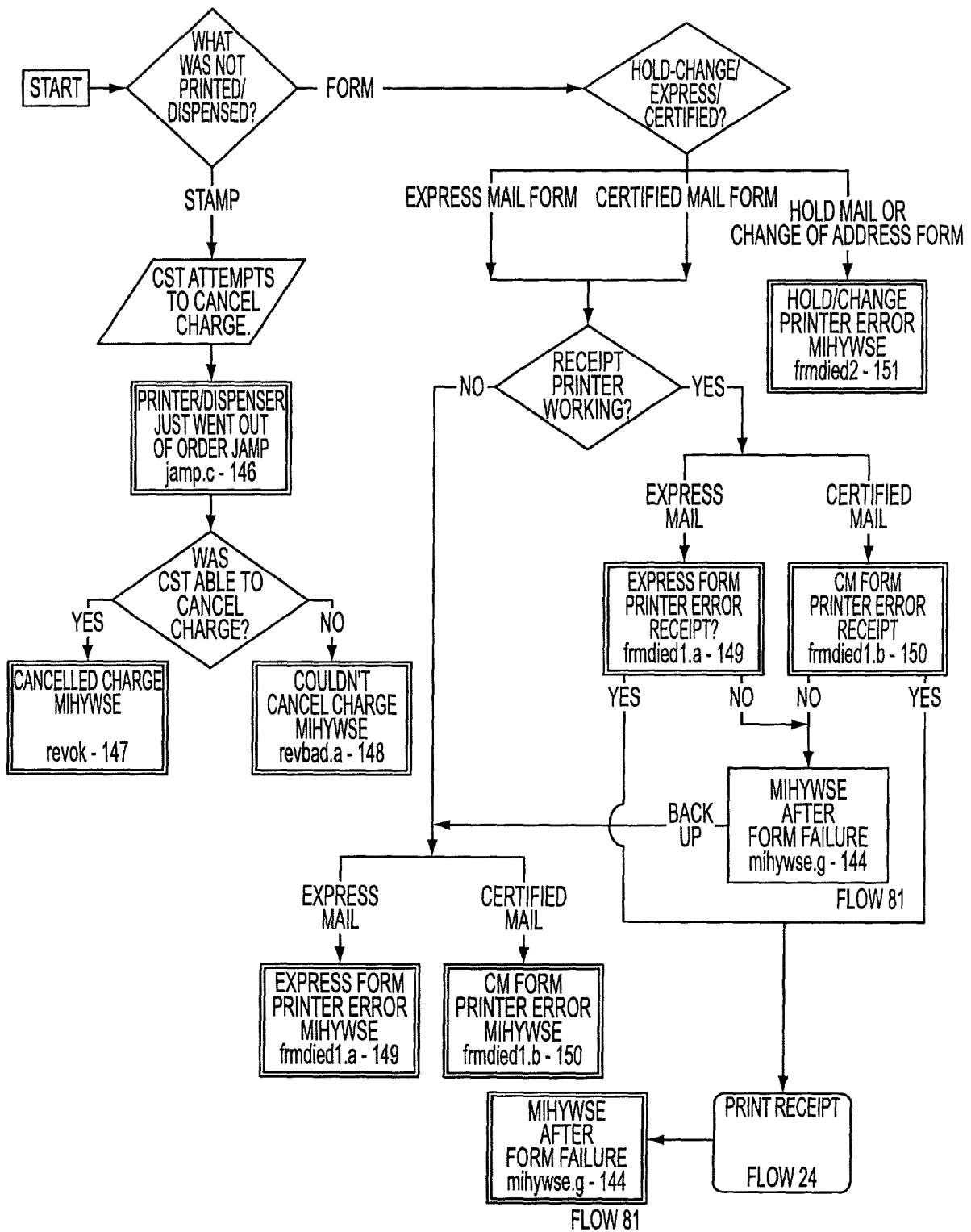


FIG. 65

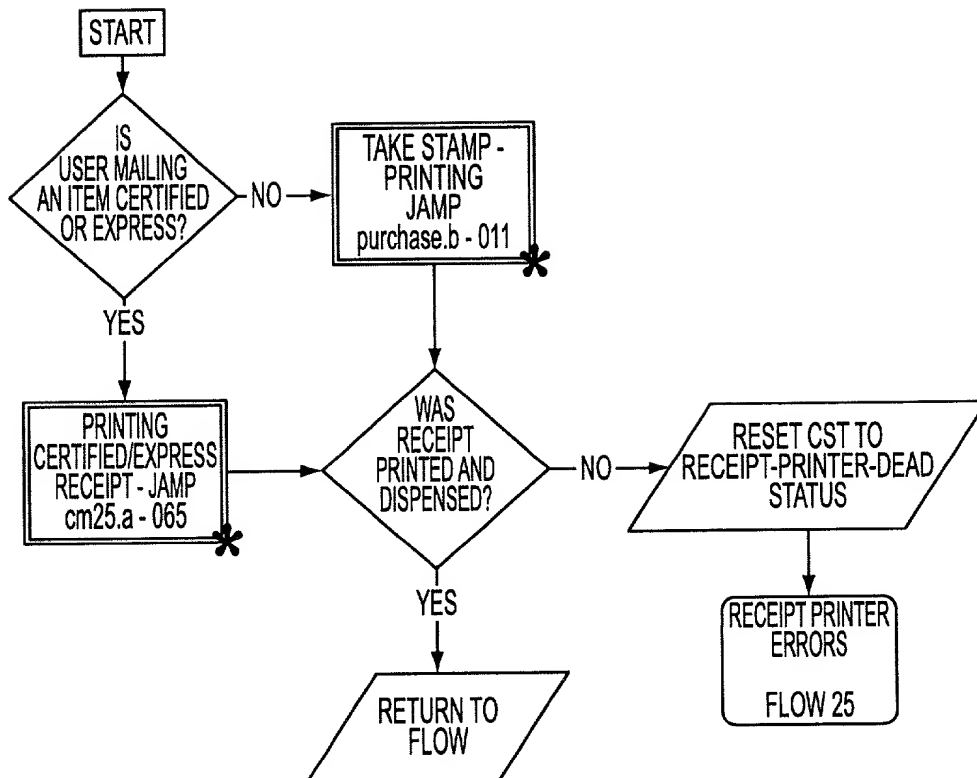


FIG. 66



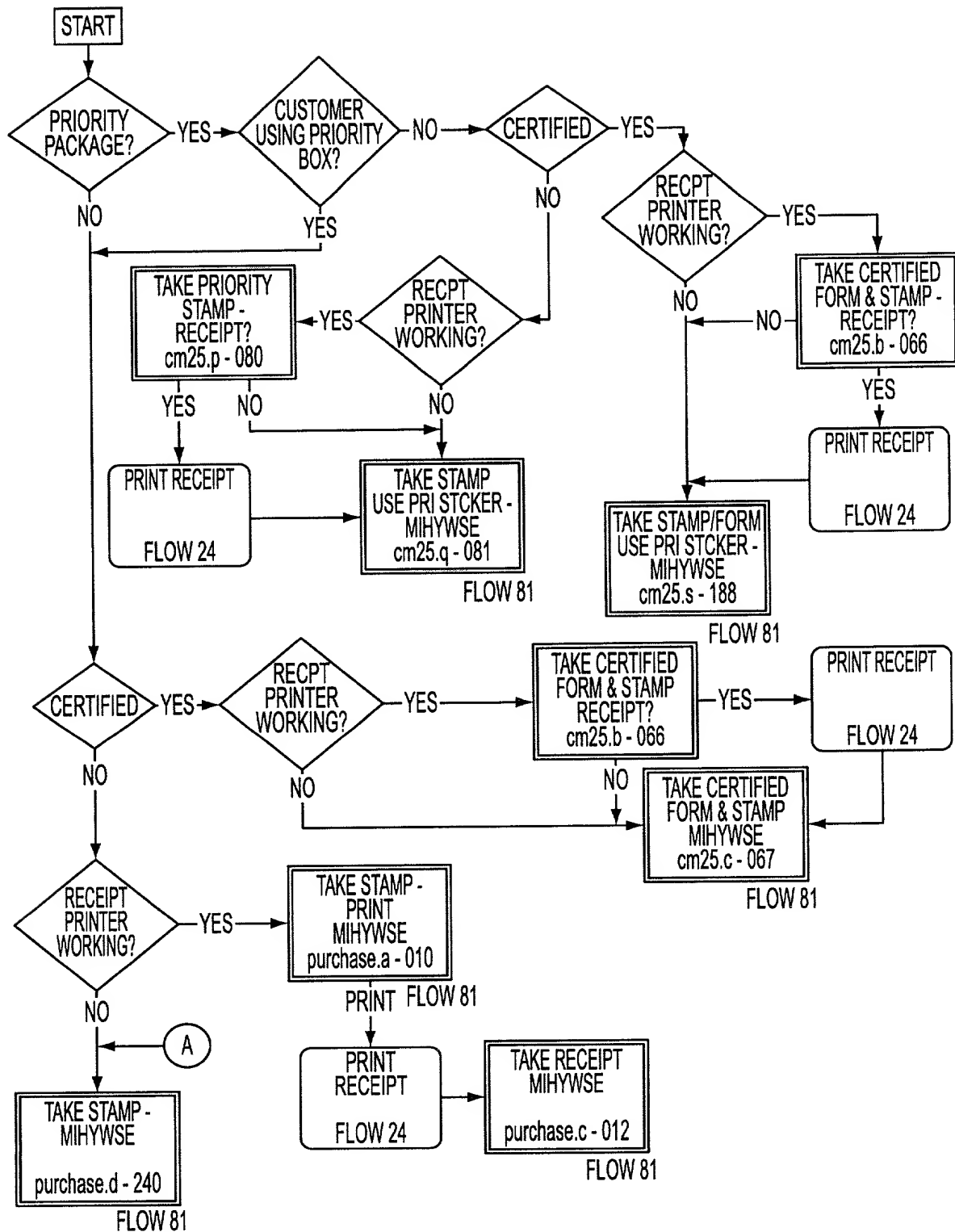


FIG. 68

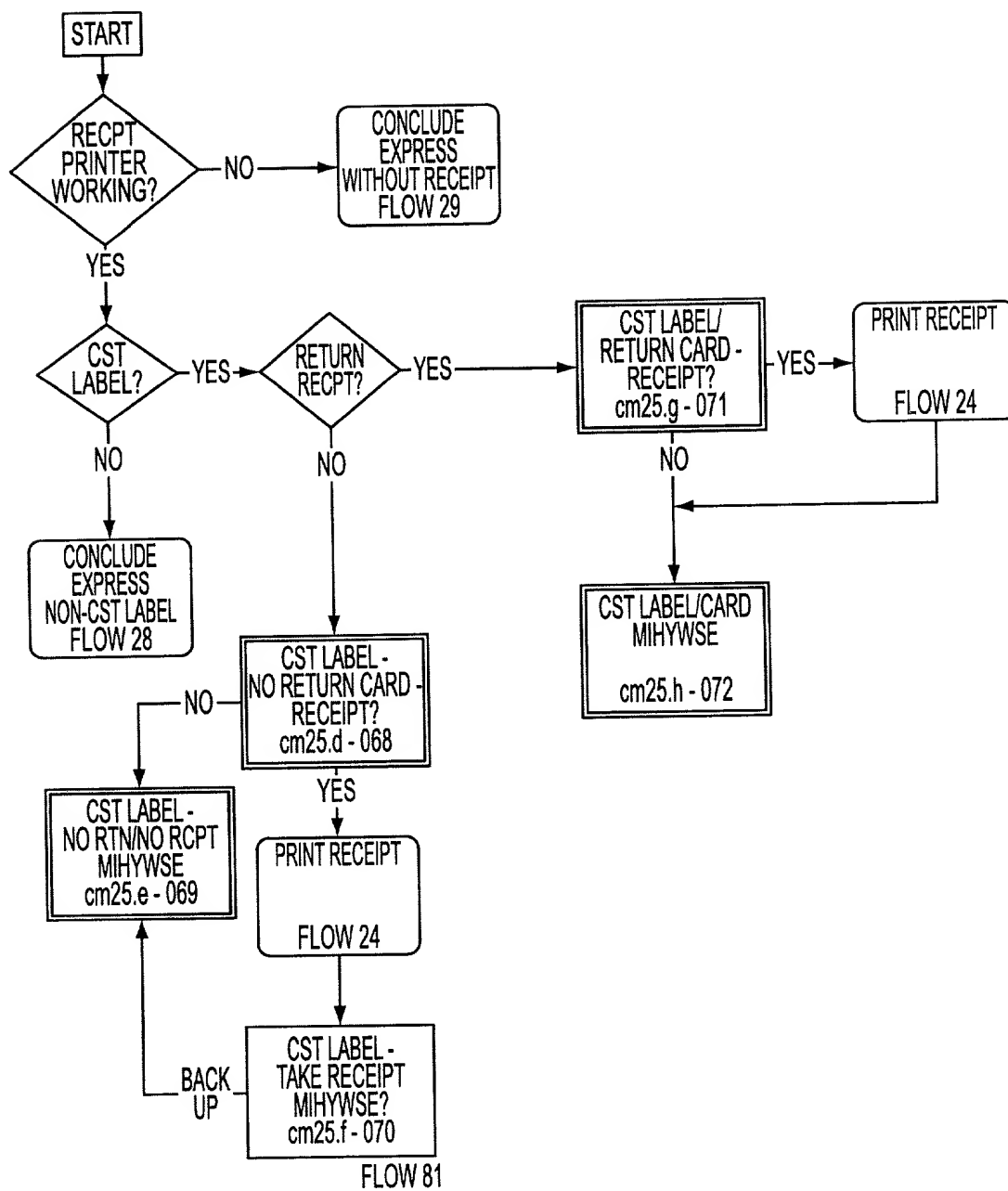


FIG. 69

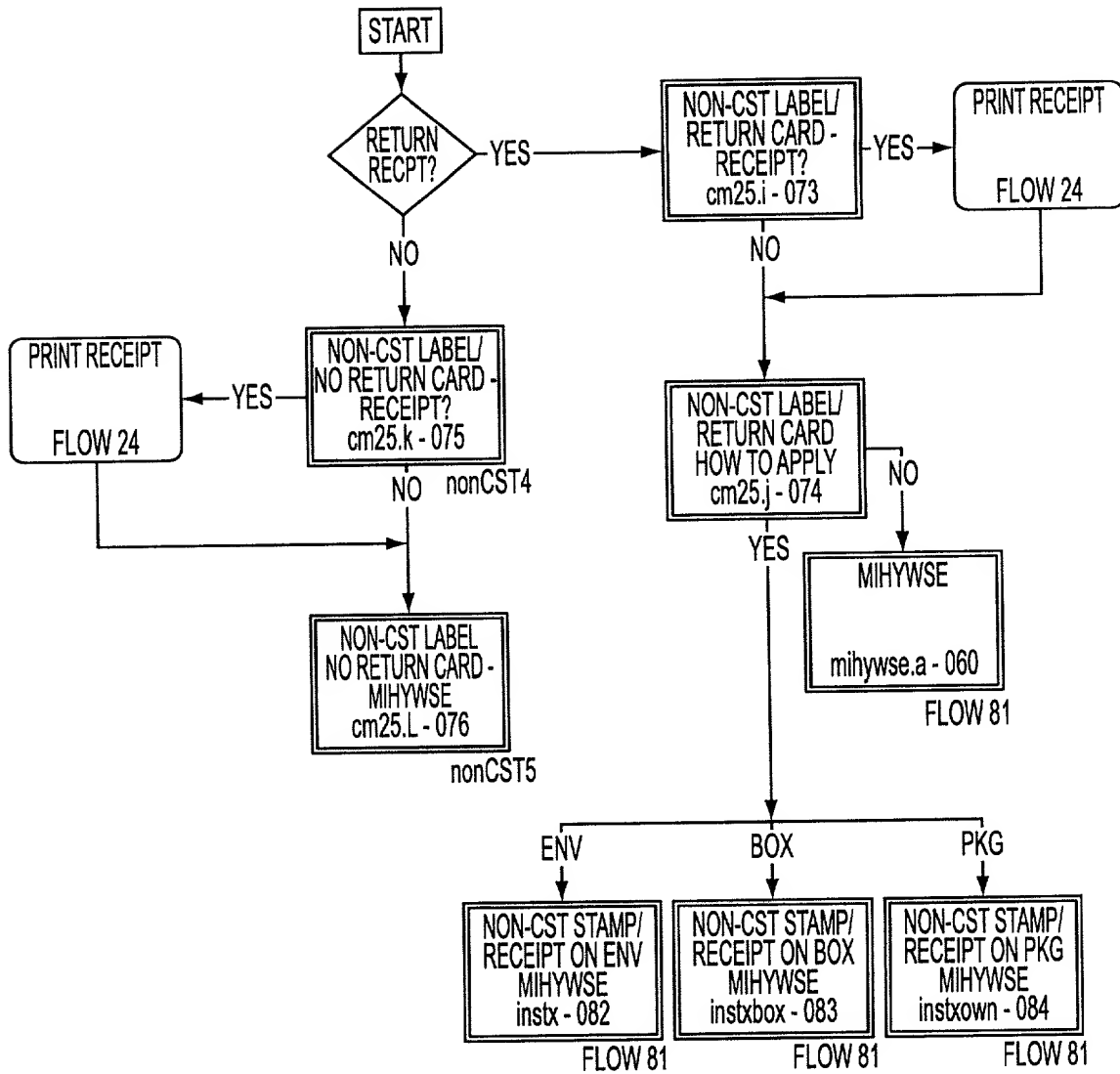


FIG. 70

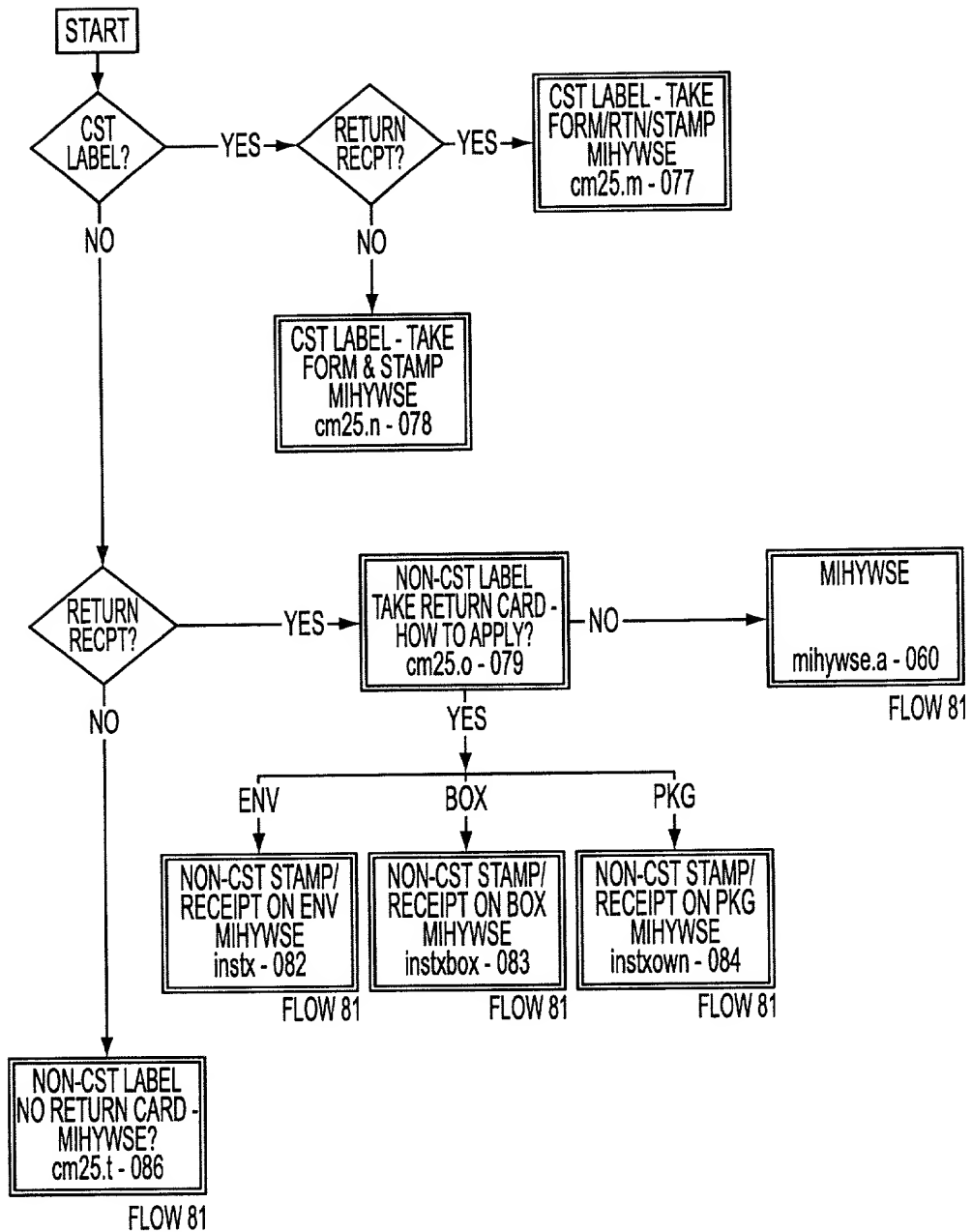


FIG. 71

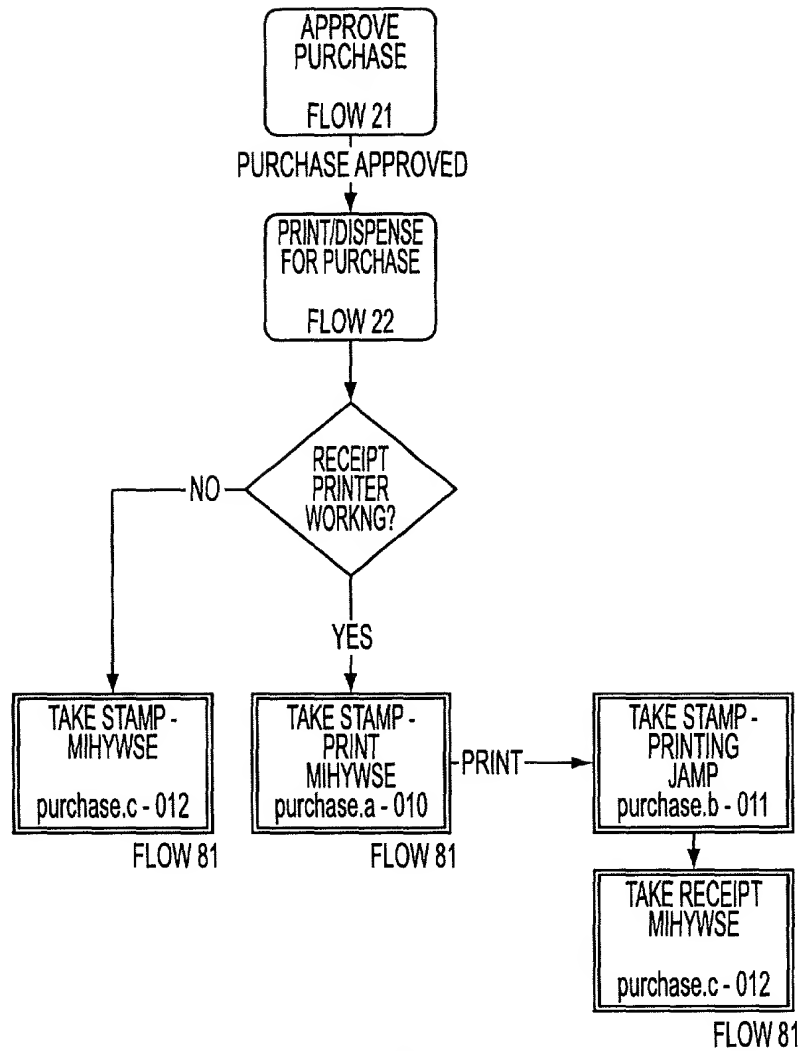


FIG. 72



FIG. 73

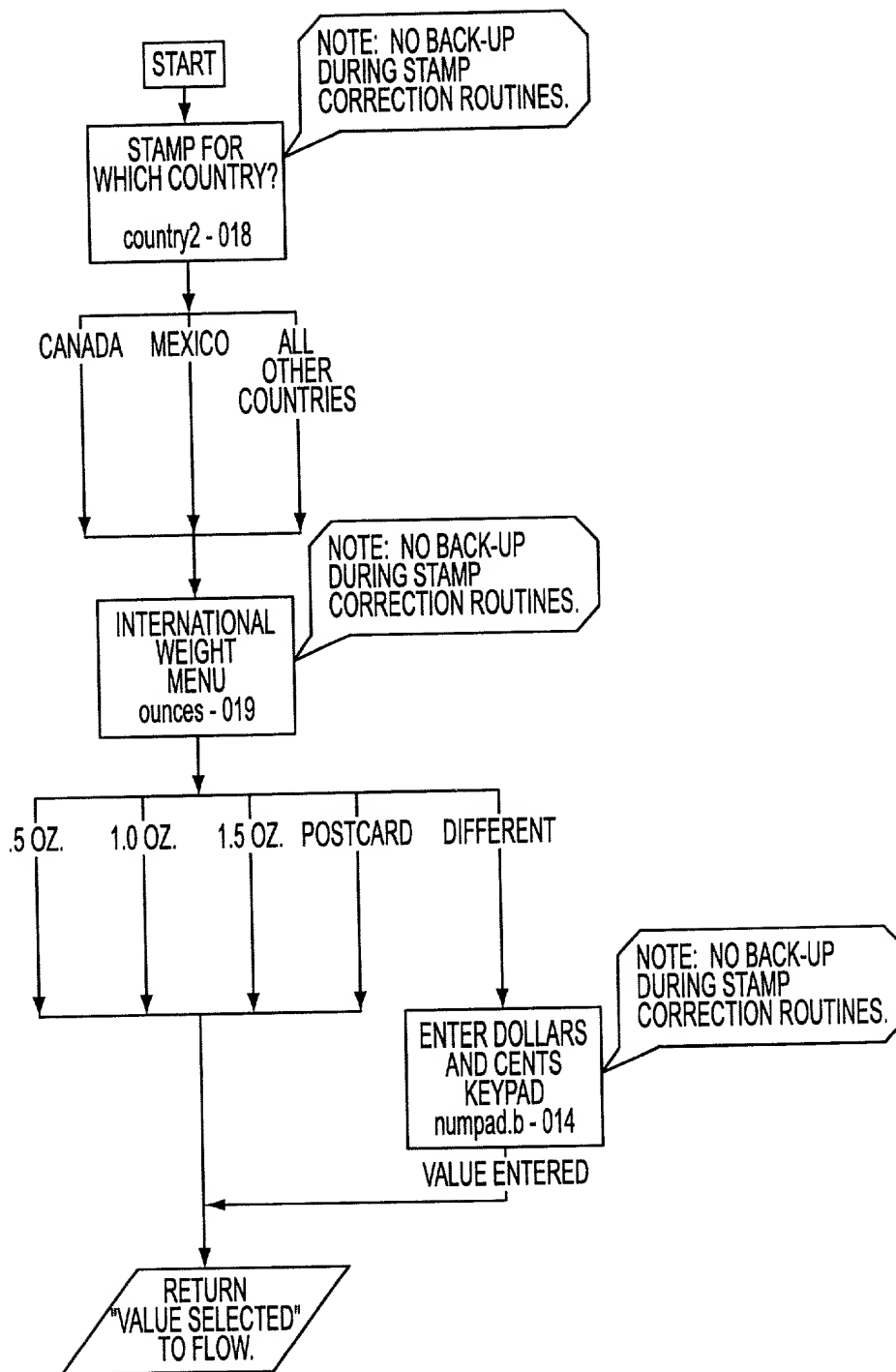


FIG. 74

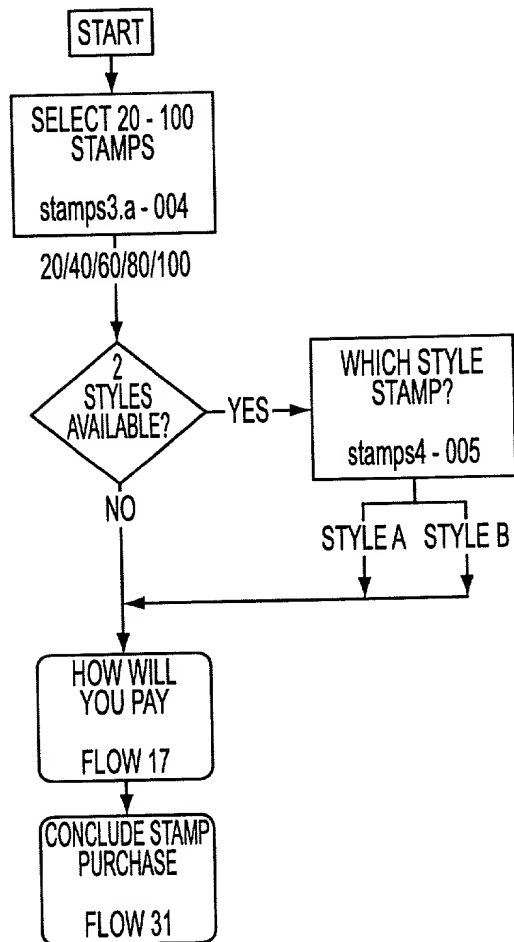


FIG. 75

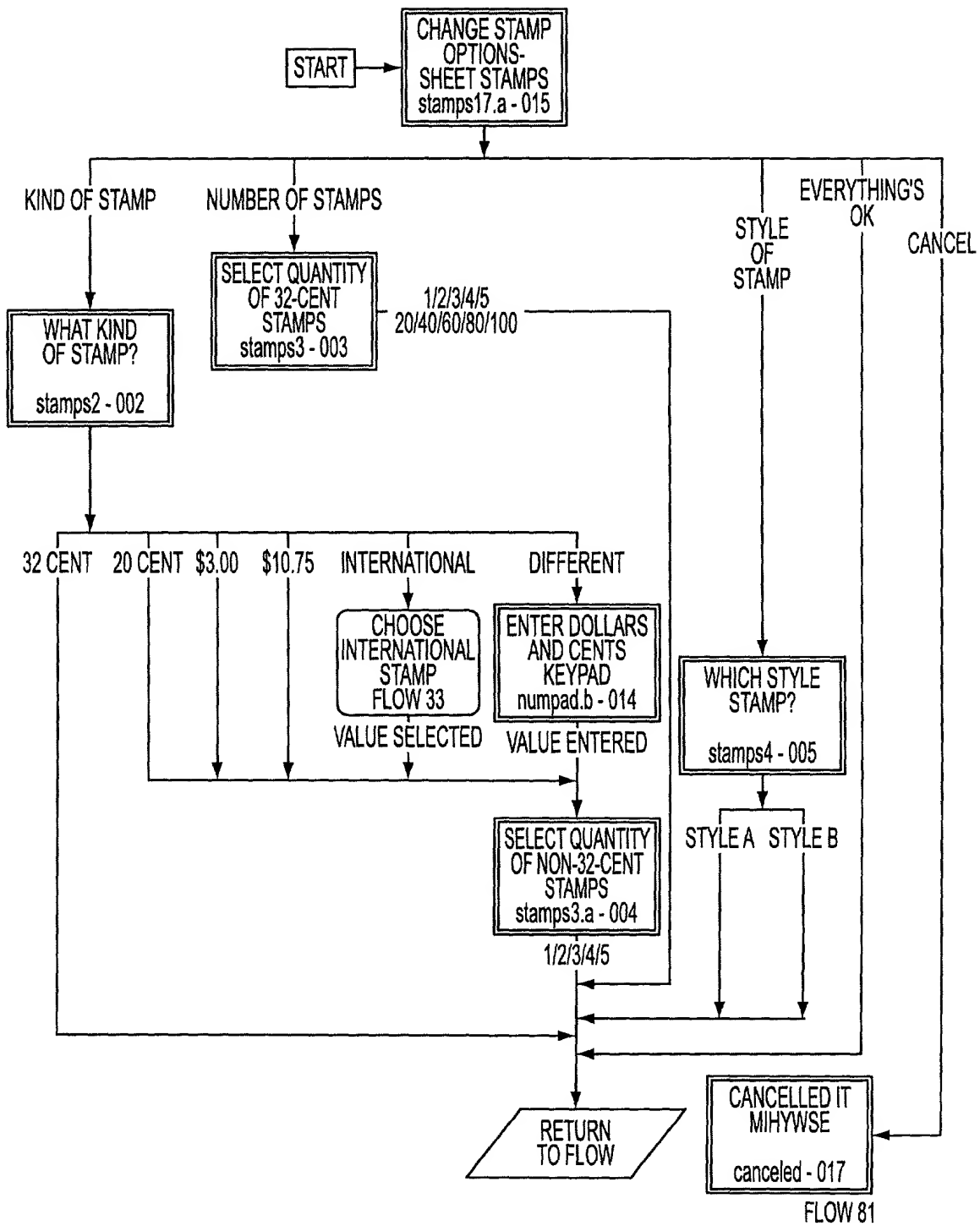


FIG. 76

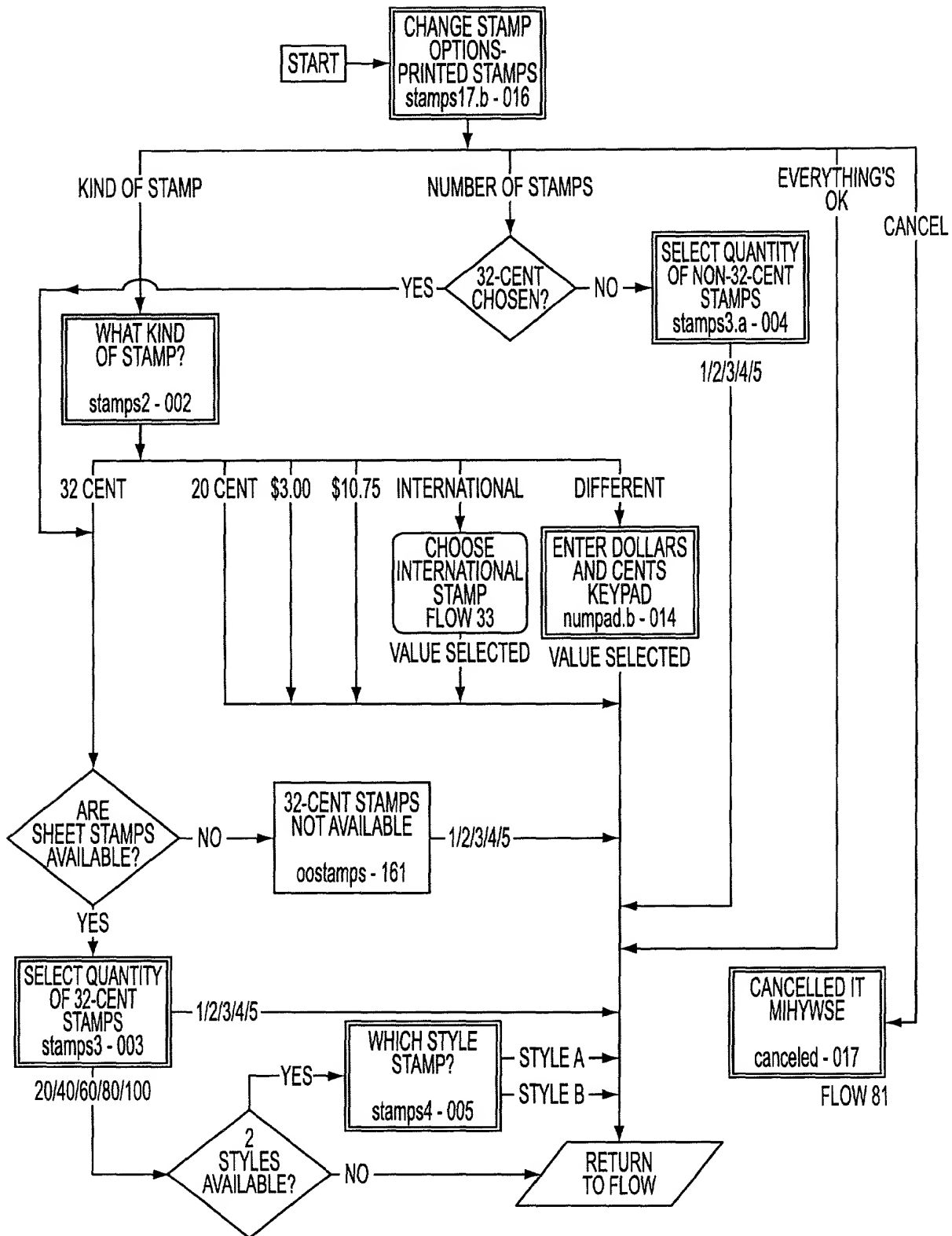


FIG. 77

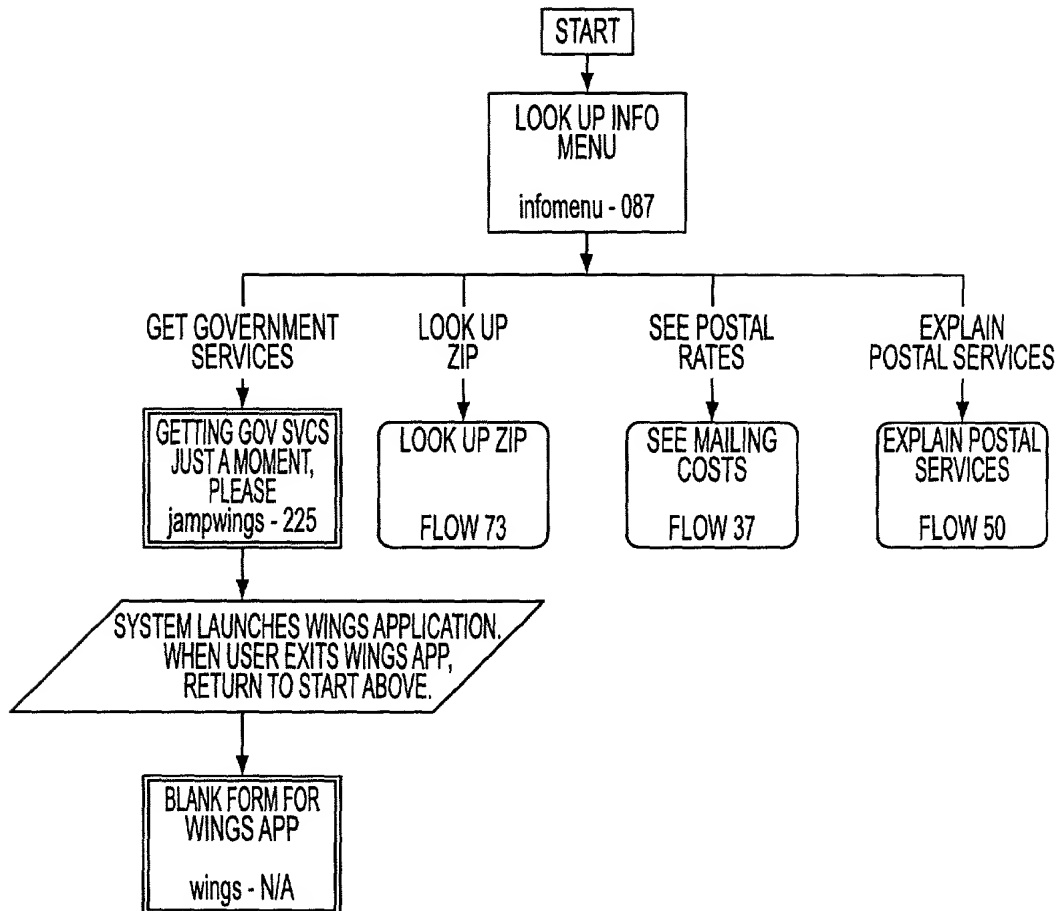


FIG. 78

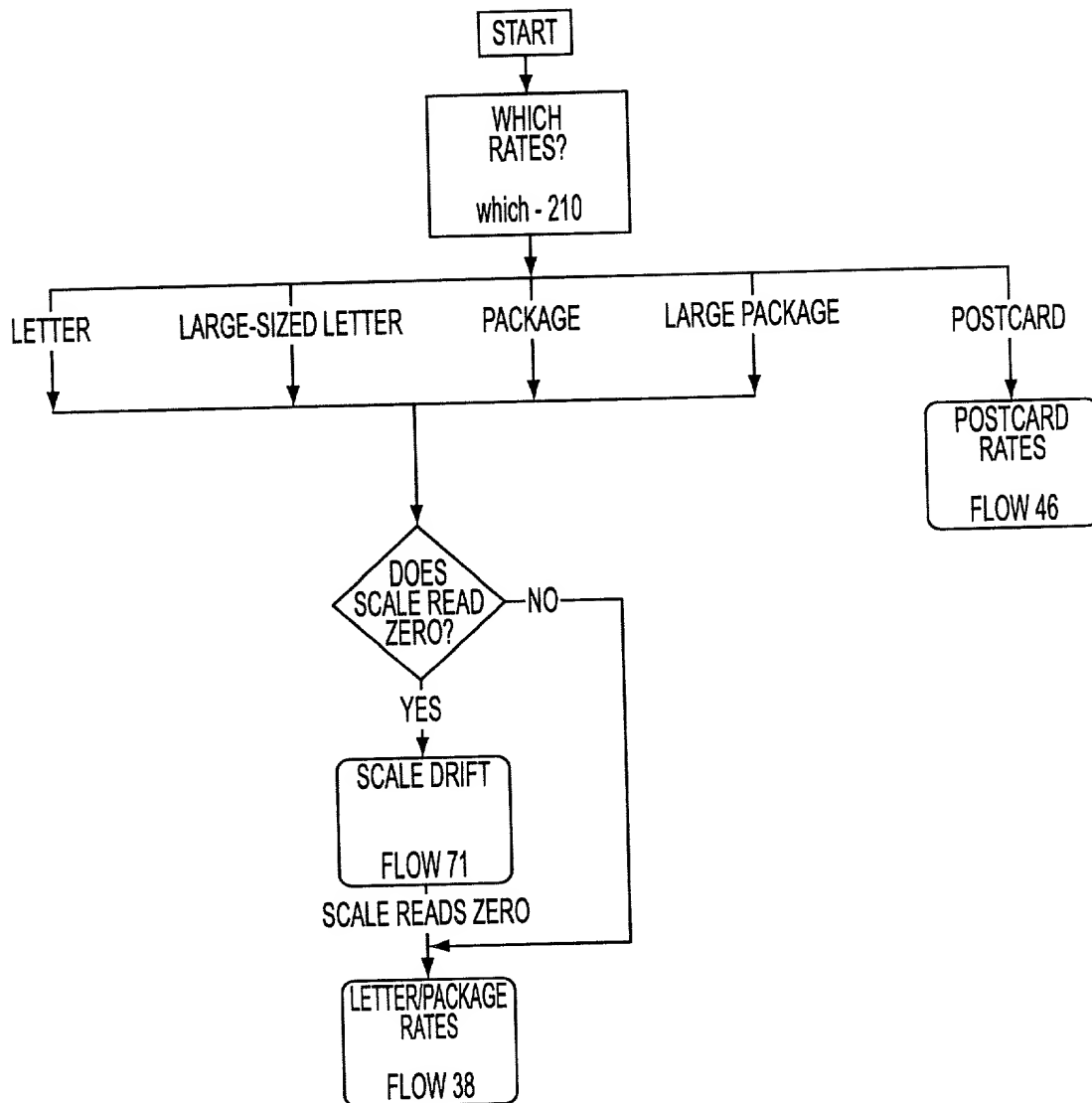


FIG. 79

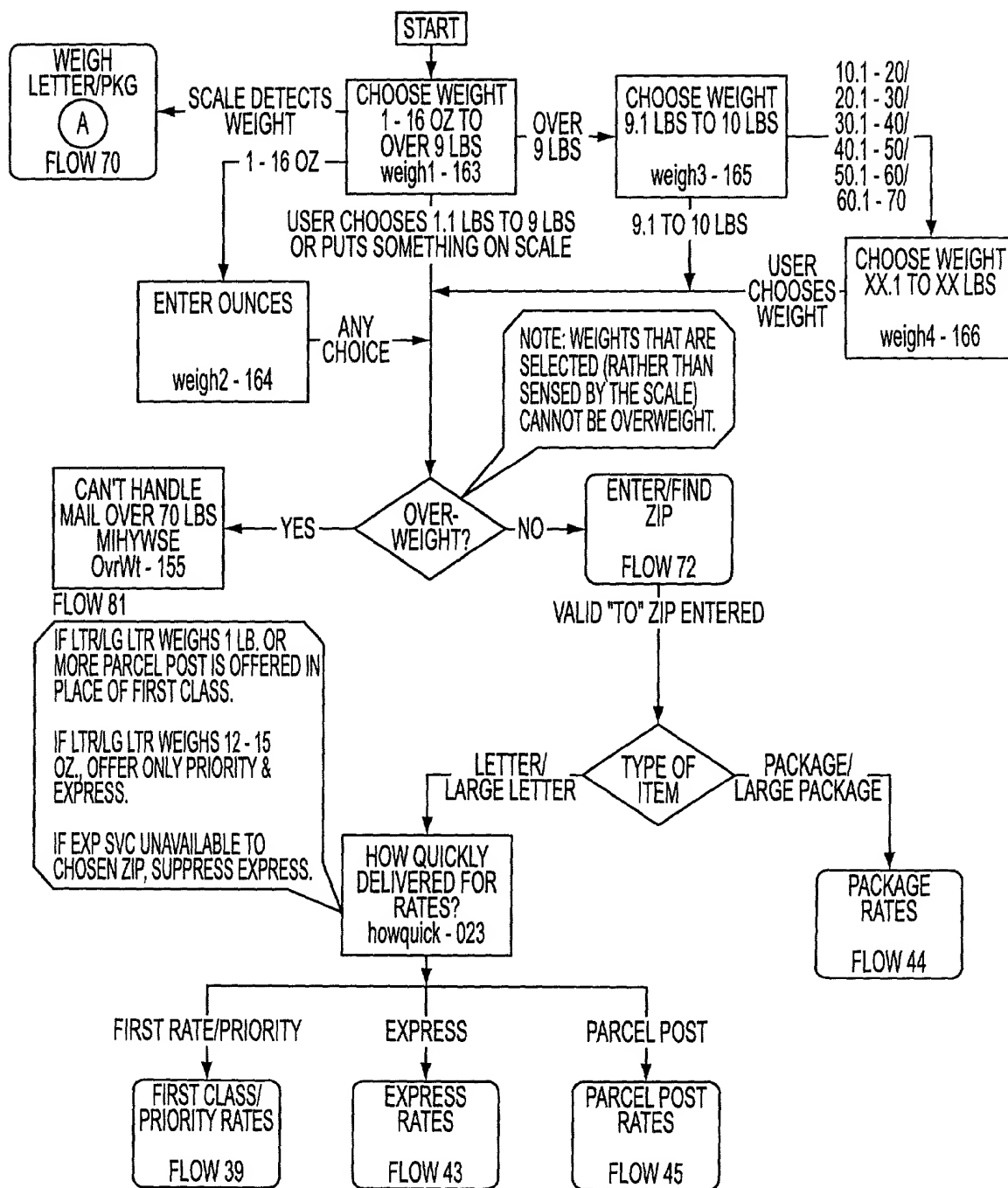


FIG. 80

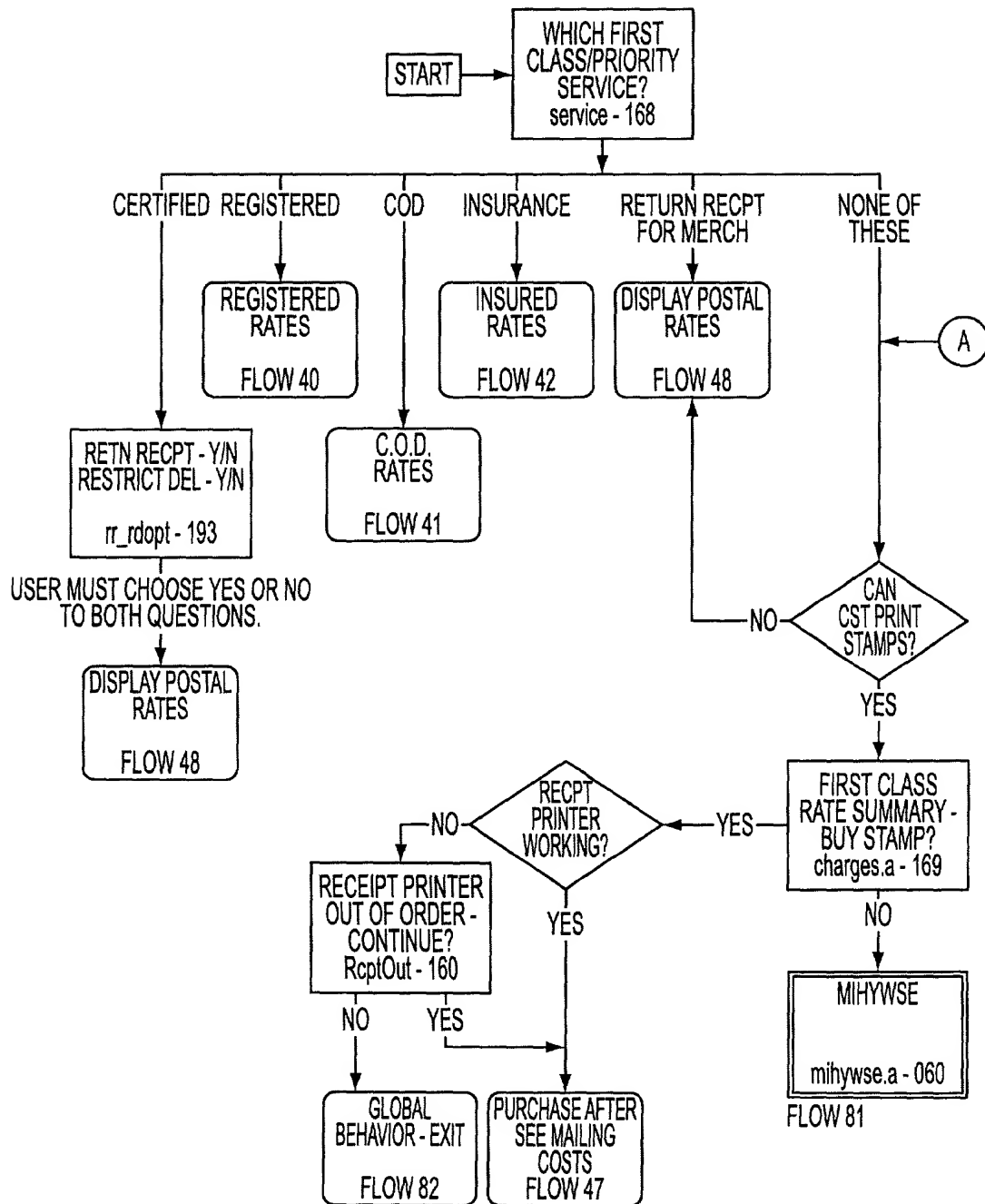


FIG. 81

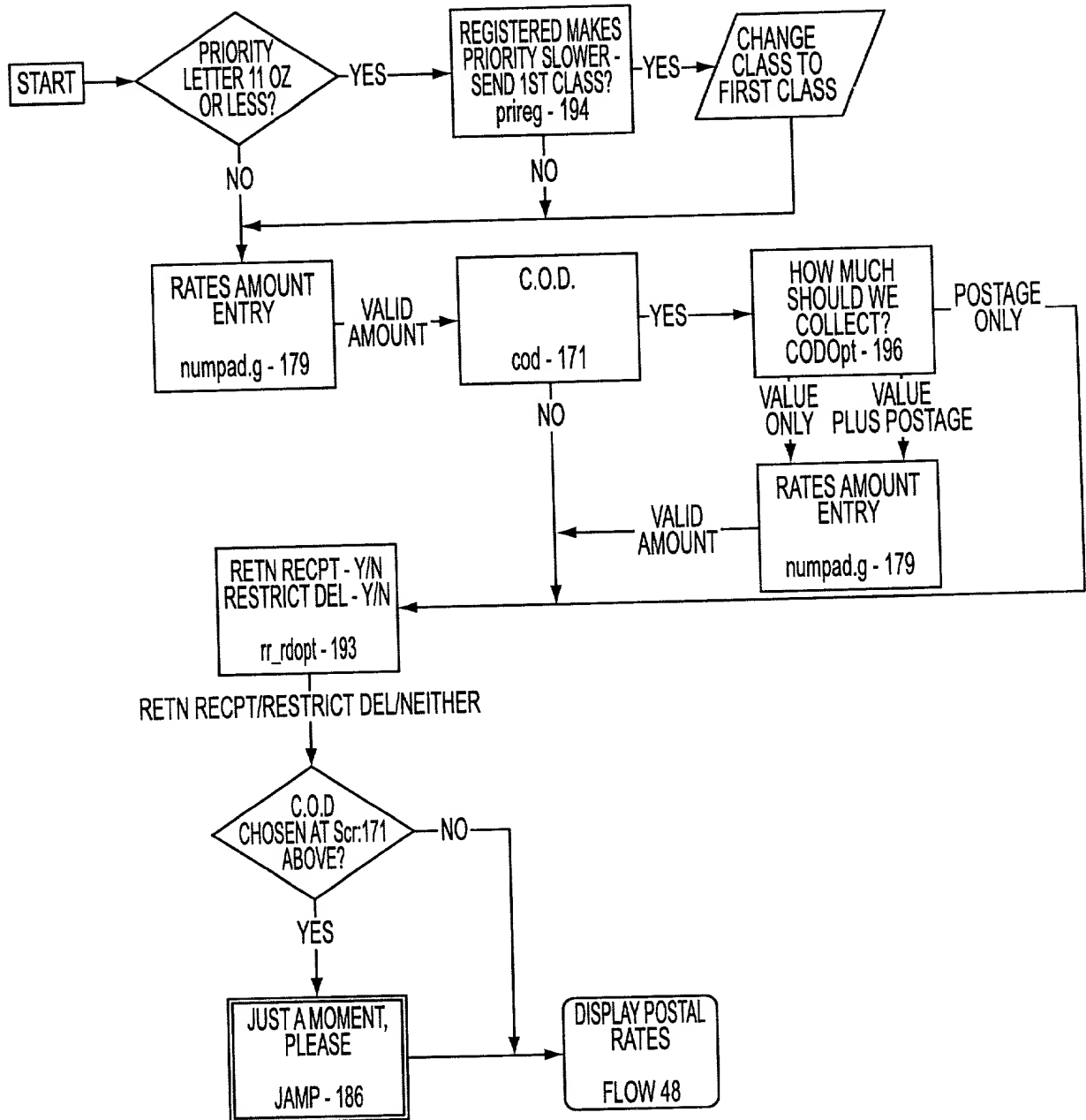


FIG. 82

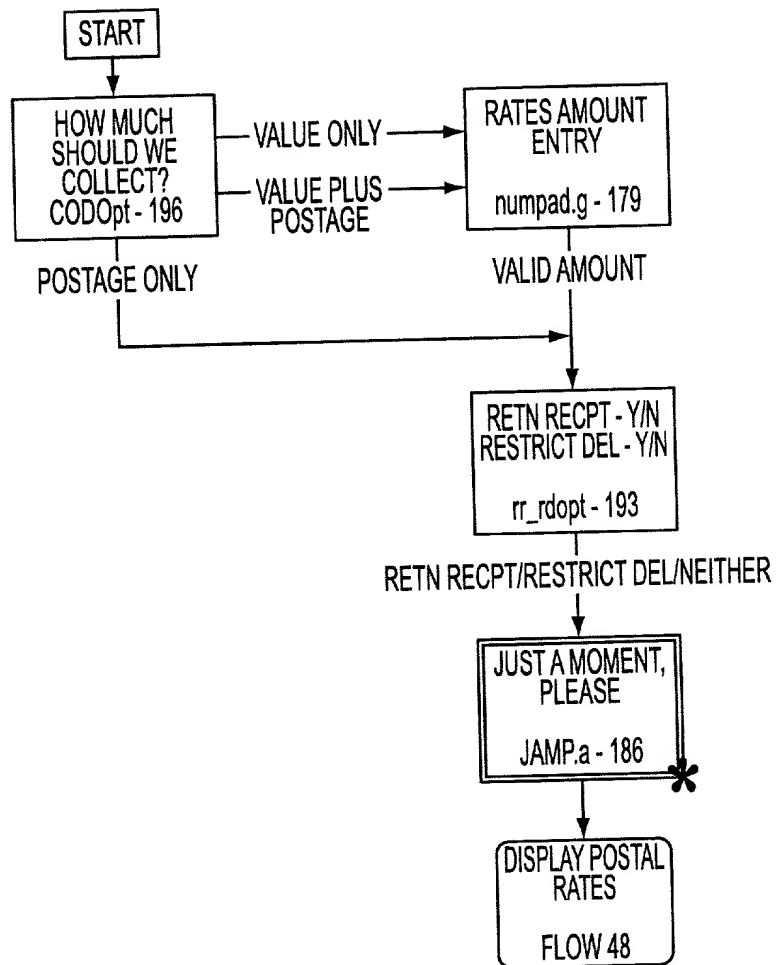


FIG. 83

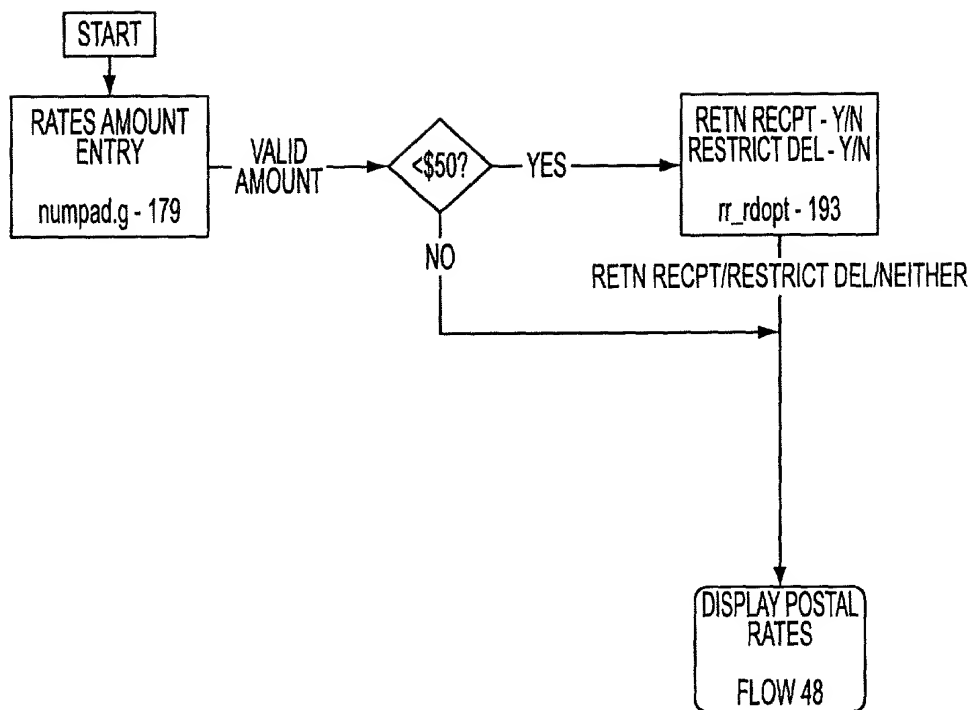


FIG. 84

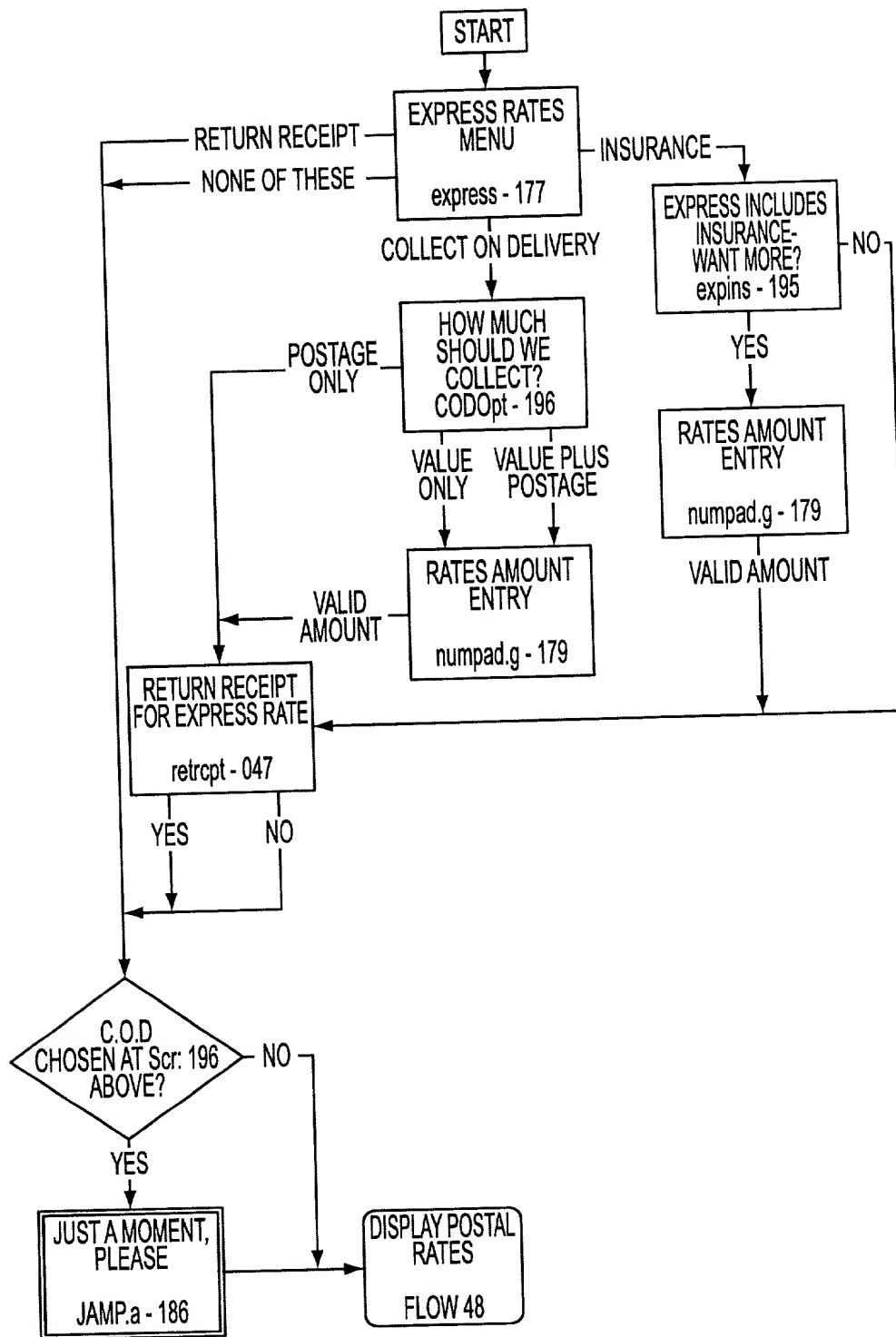


FIG. 85

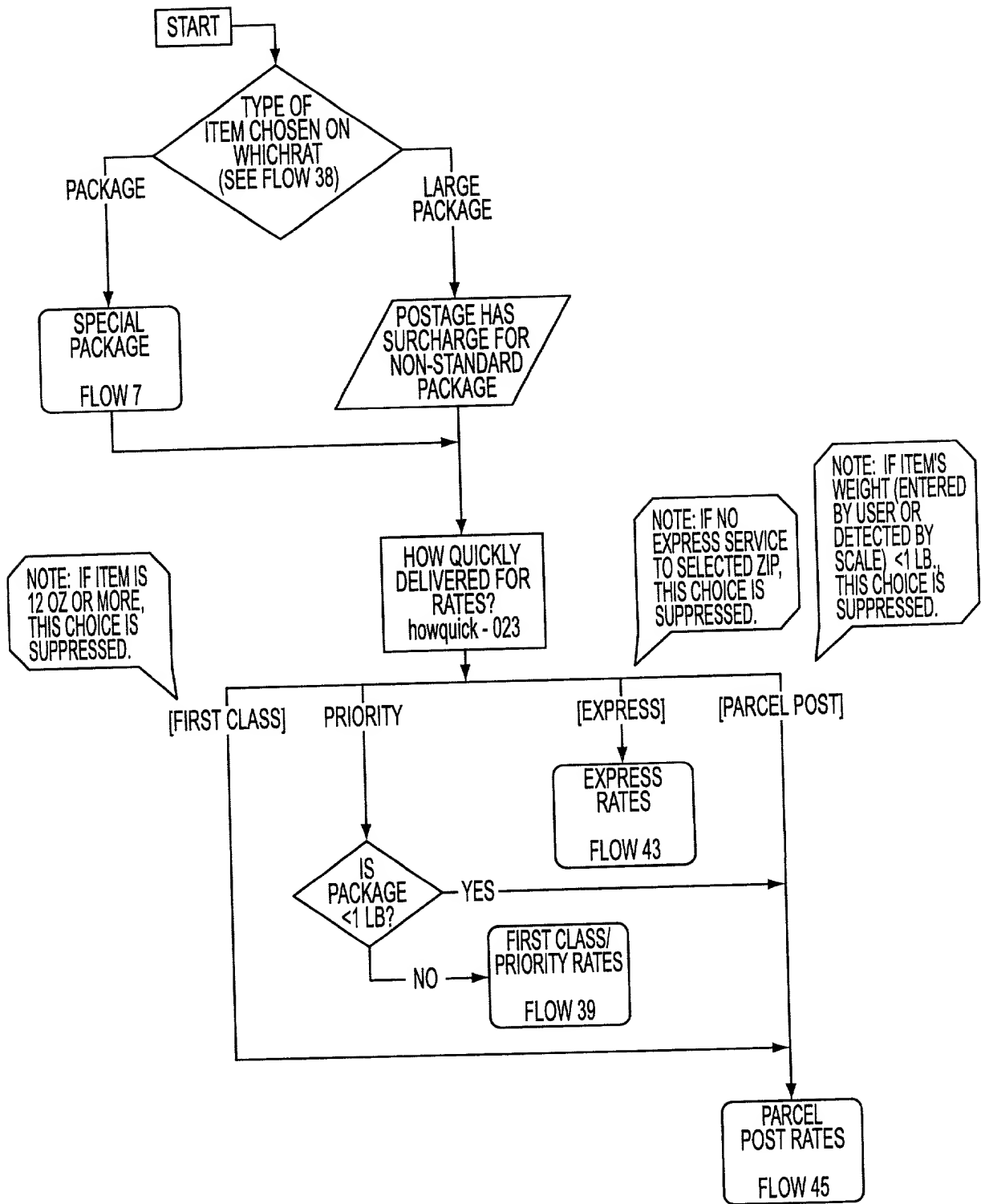


FIG. 86

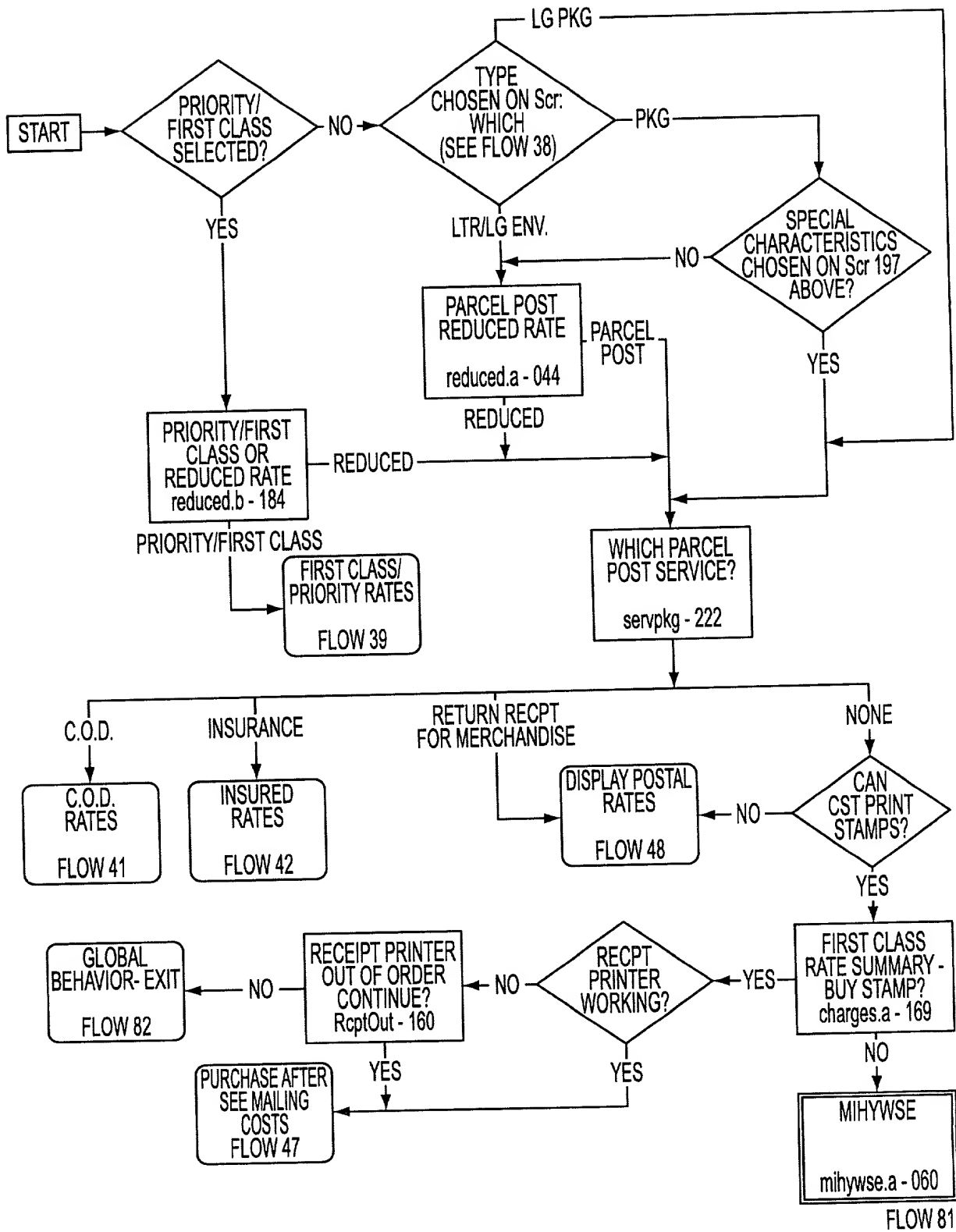


FIG. 87

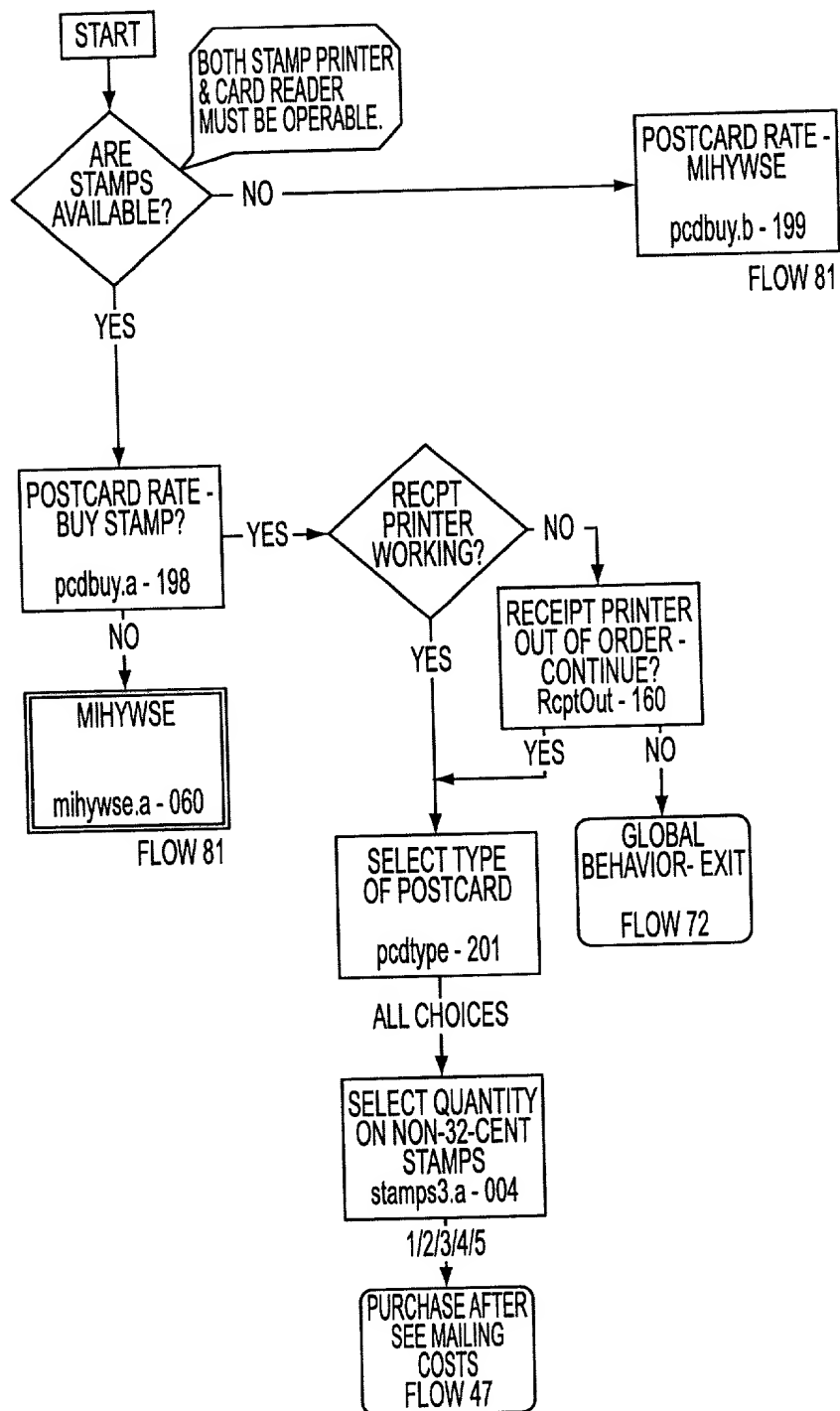


FIG. 88

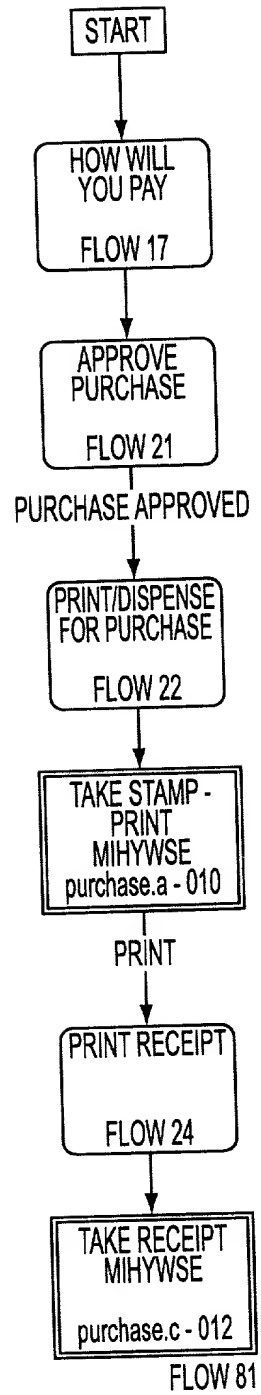


FIG. 89

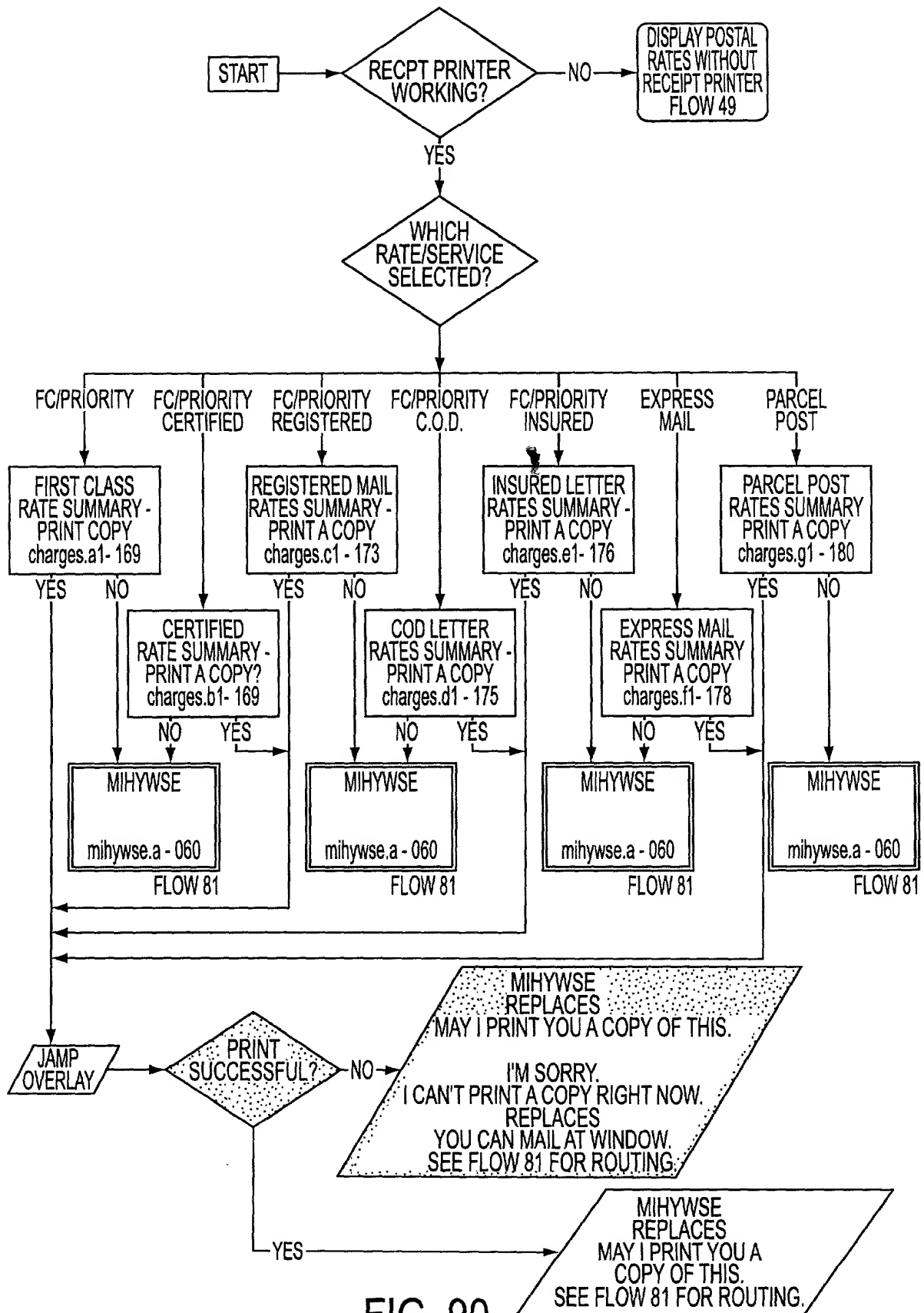


FIG. 90

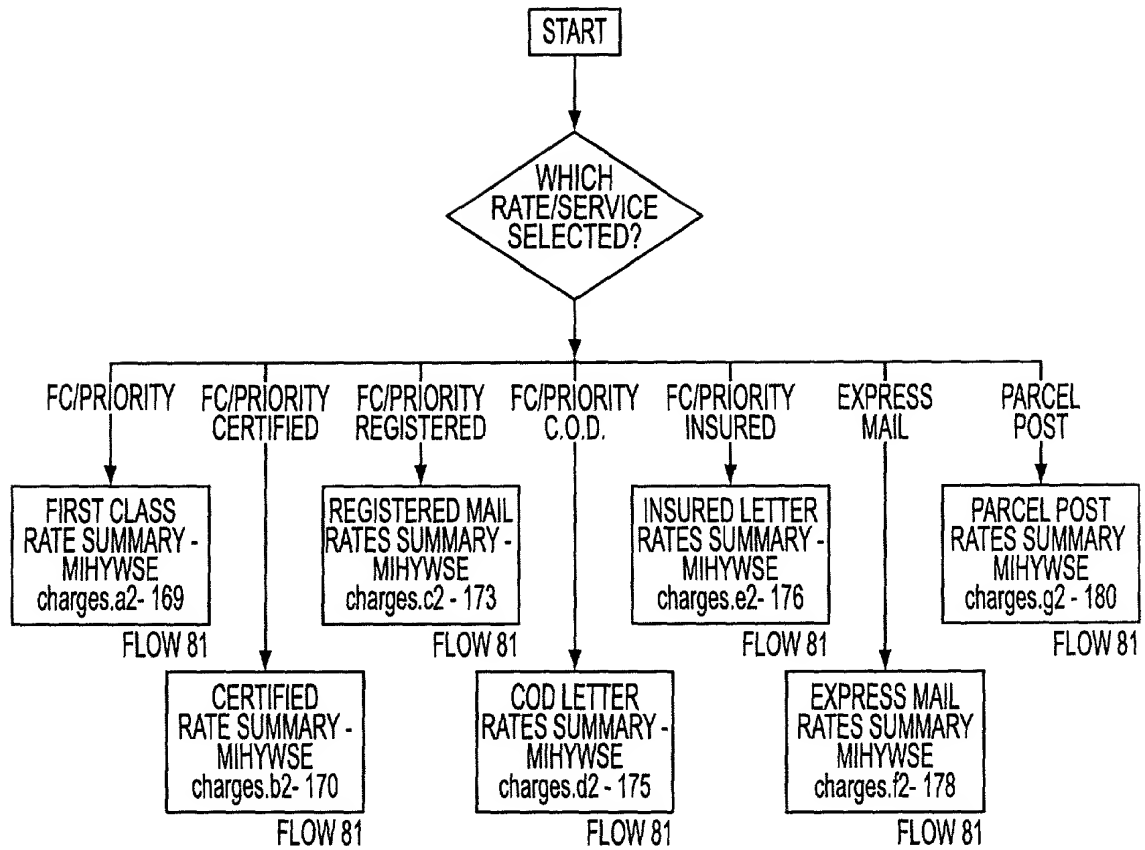


FIG. 91

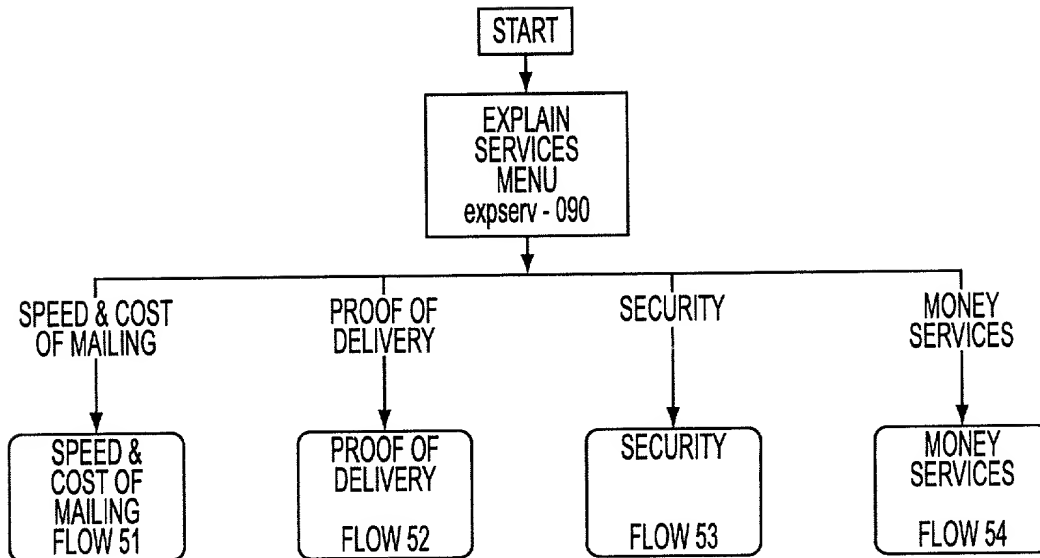


FIG. 92

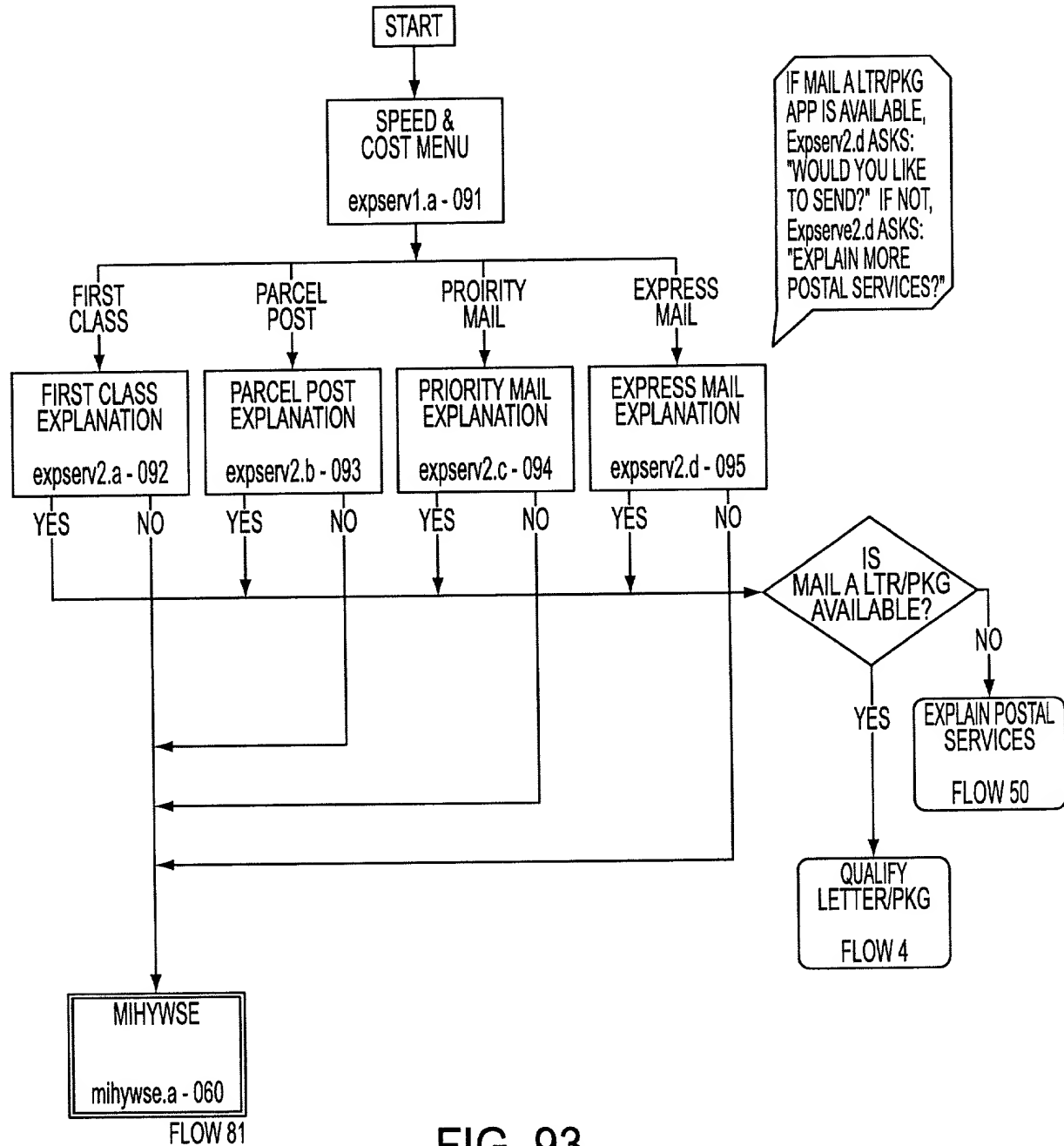


FIG. 93

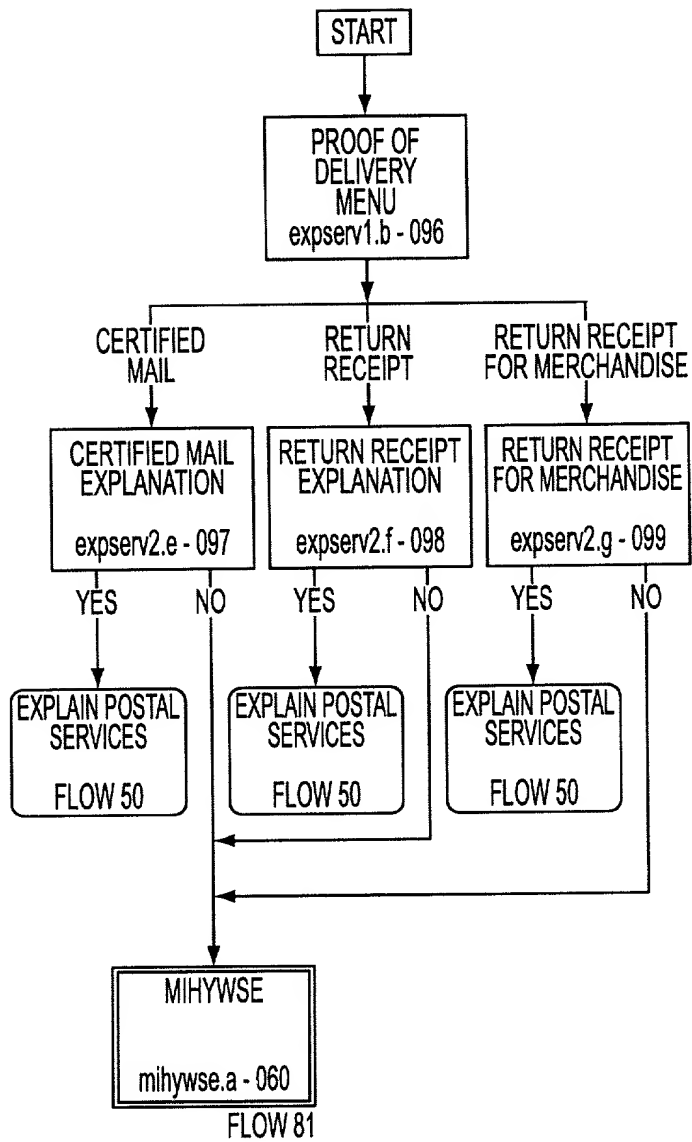


FIG. 94

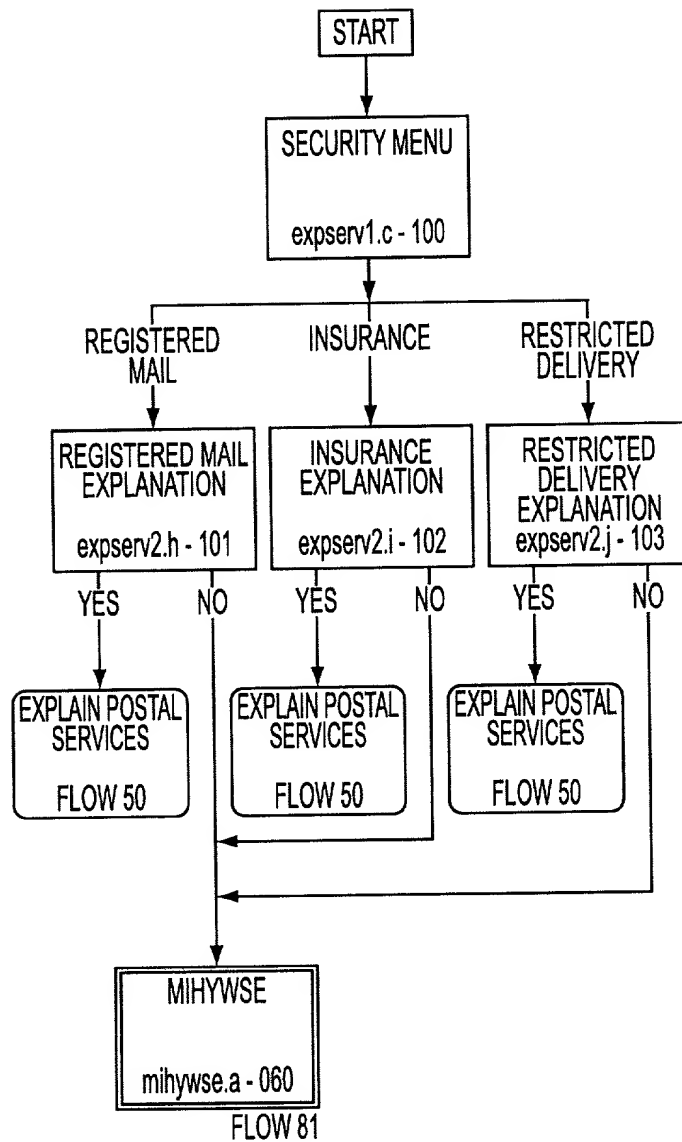


FIG. 95

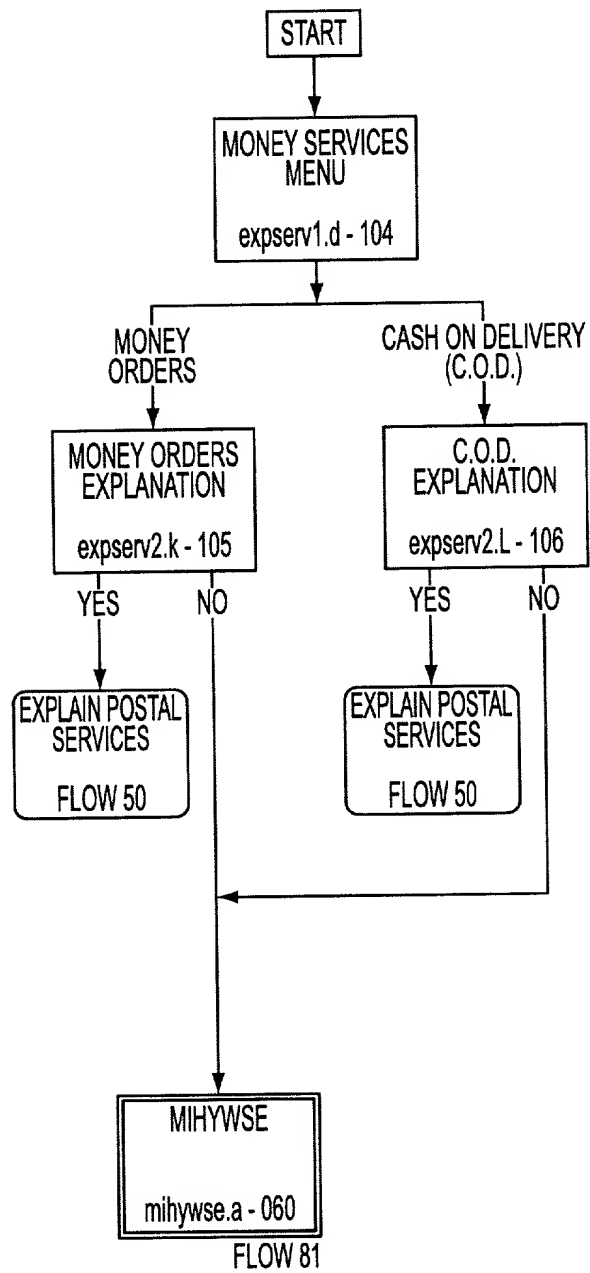


FIG. 96

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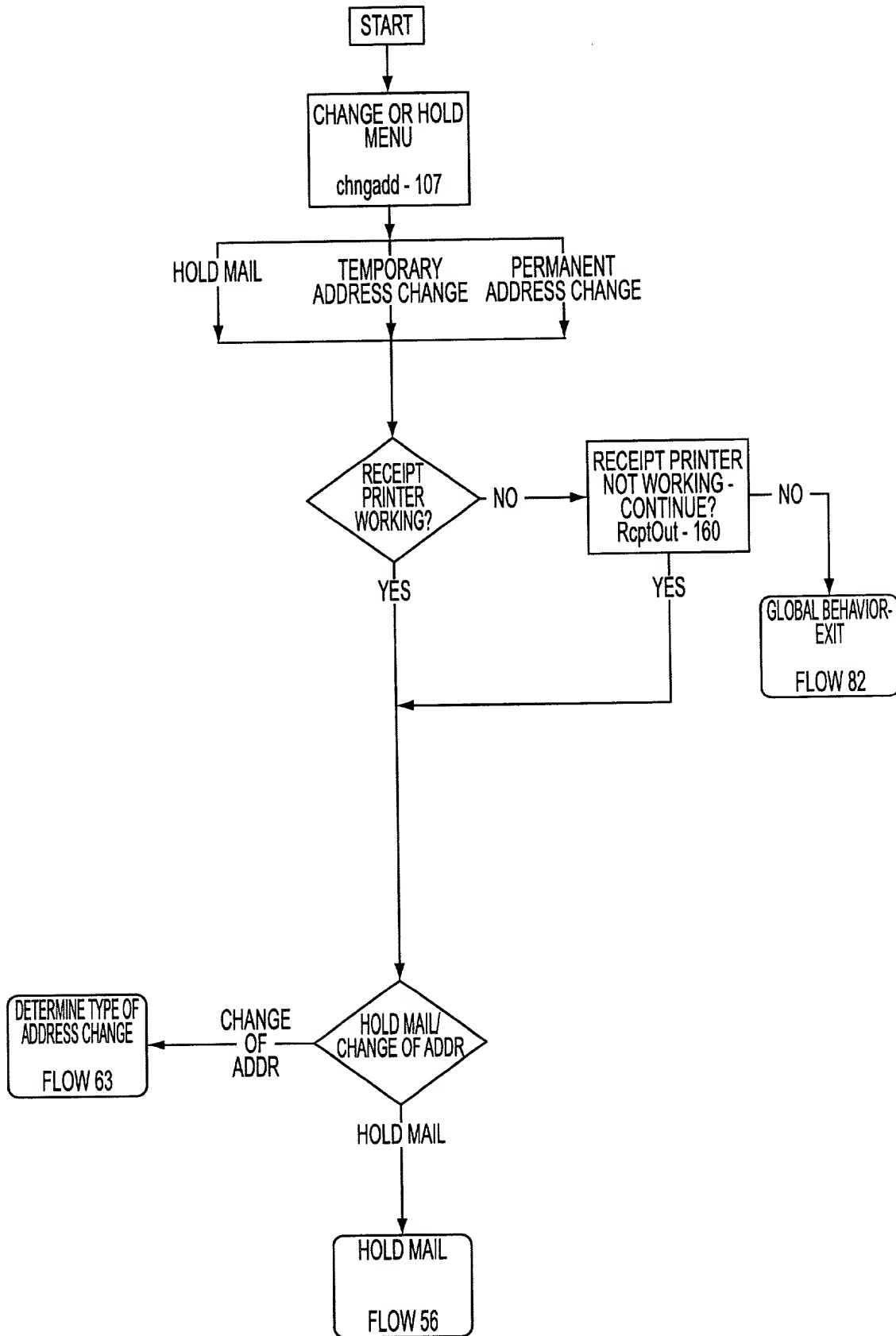


FIG. 97

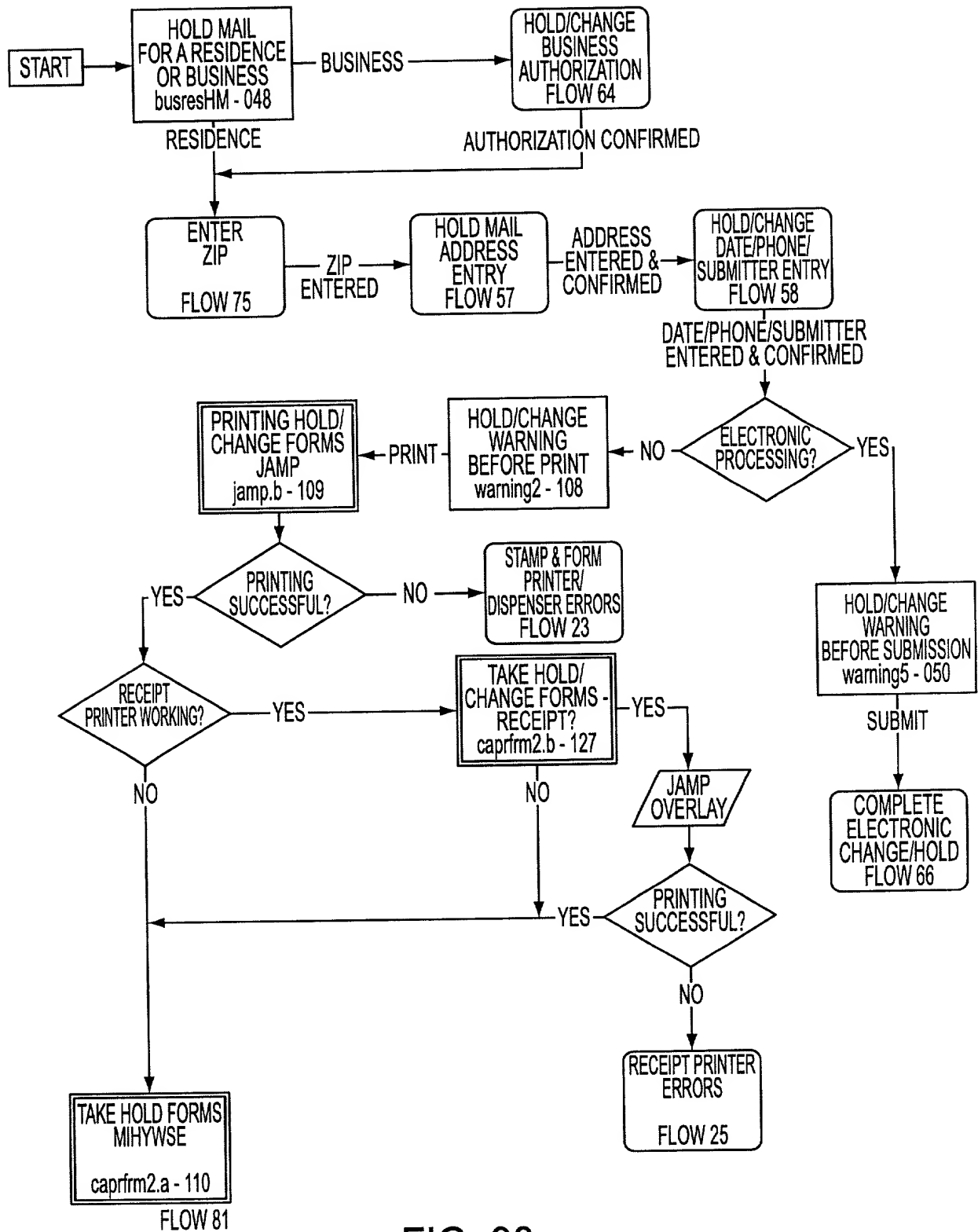


FIG. 98

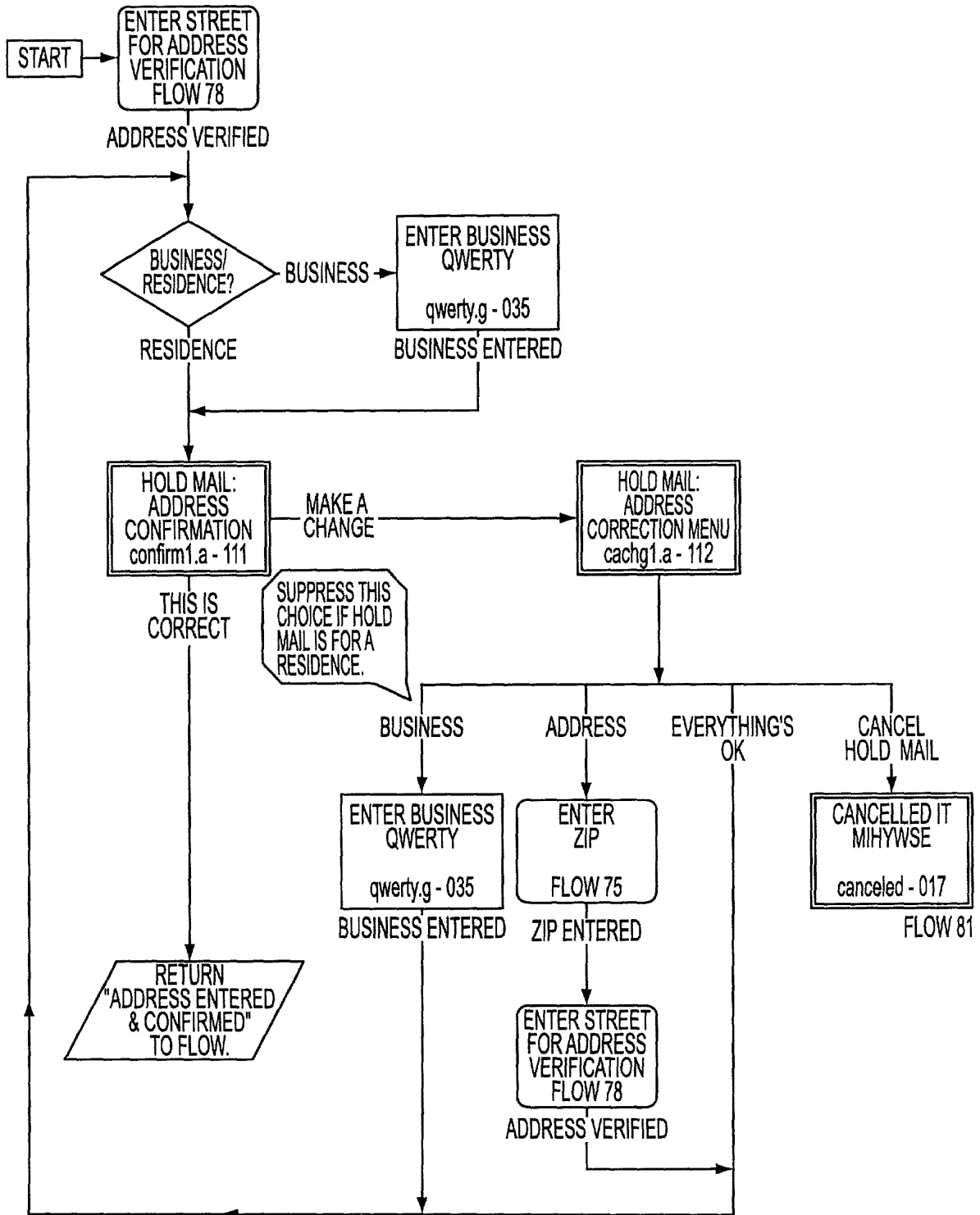


FIG. 99

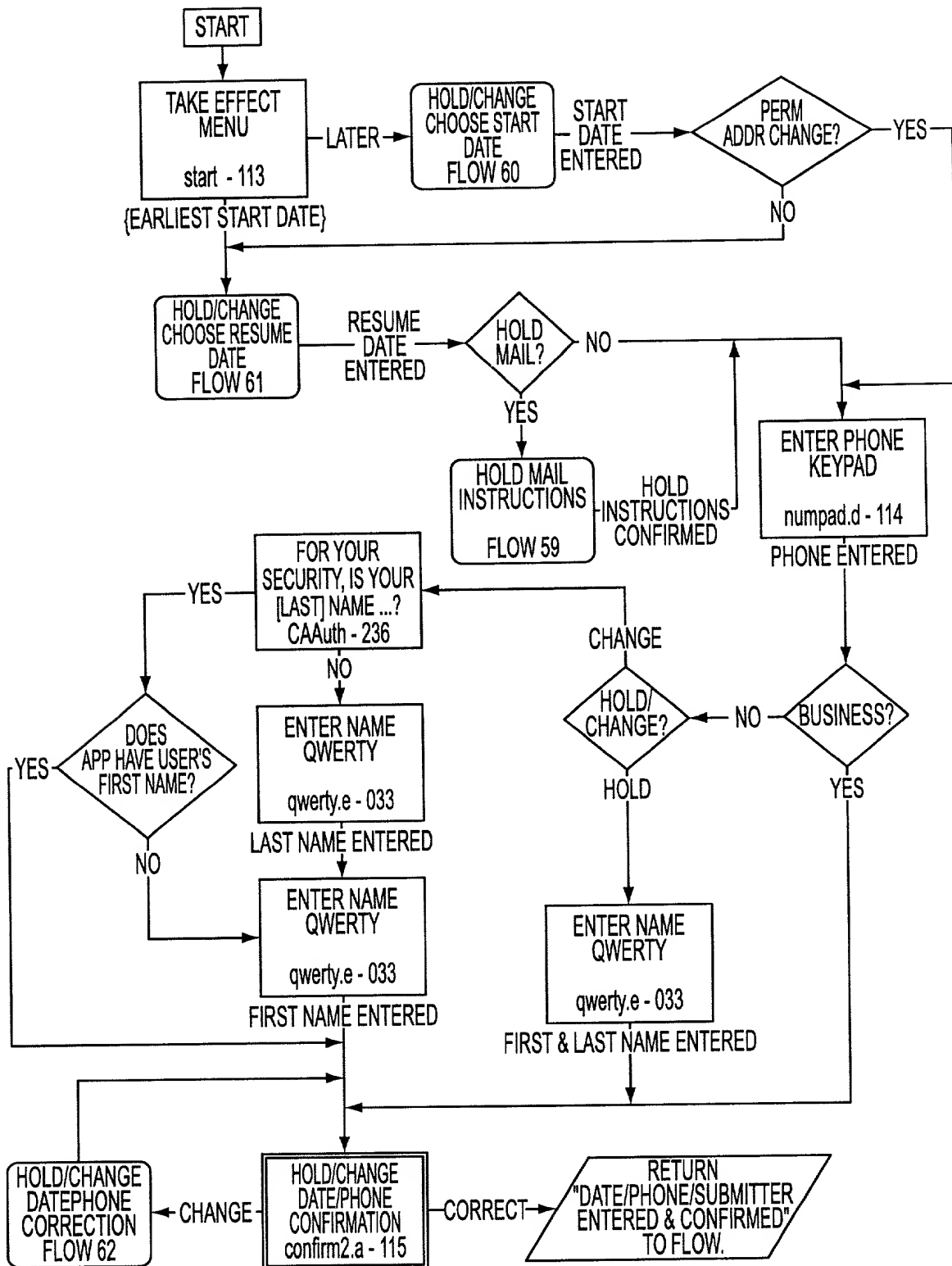


FIG. 100

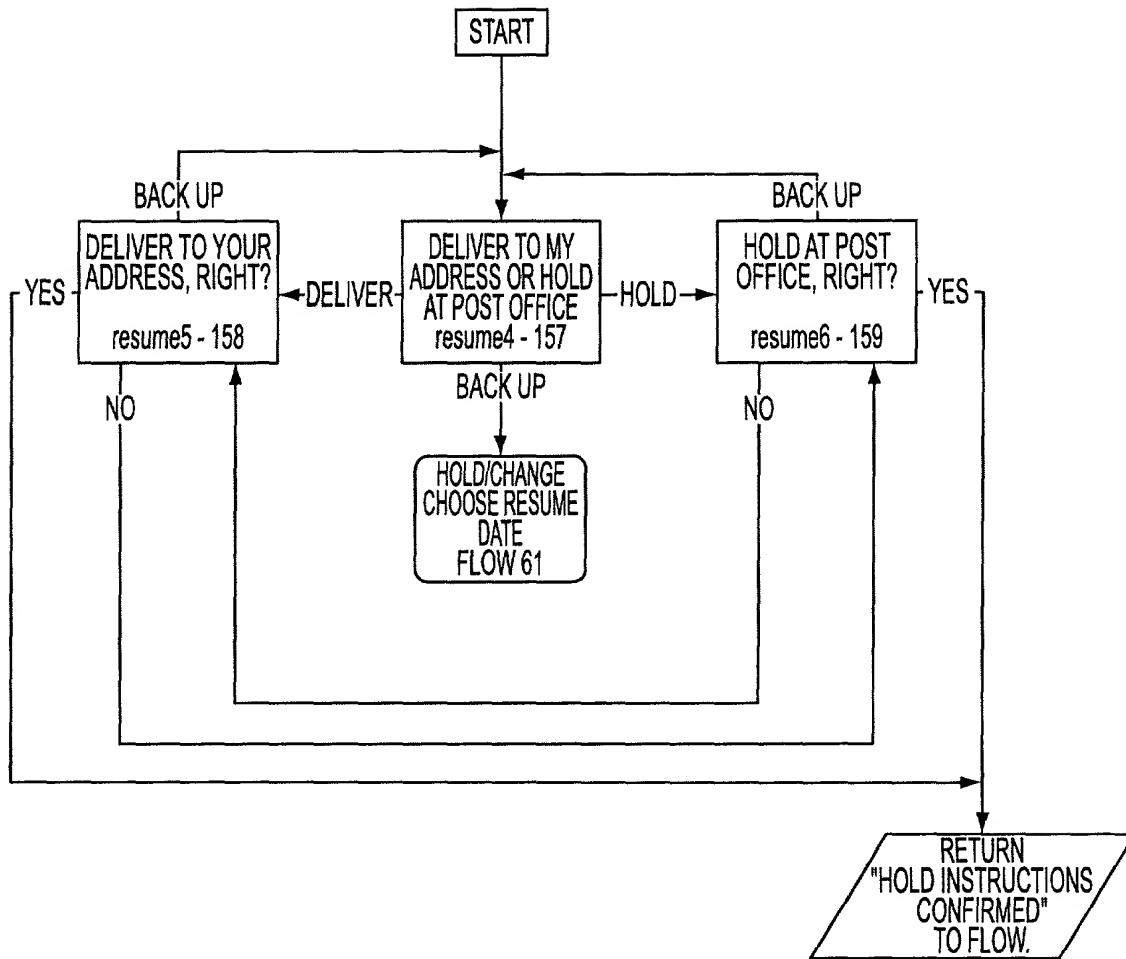


FIG. 101

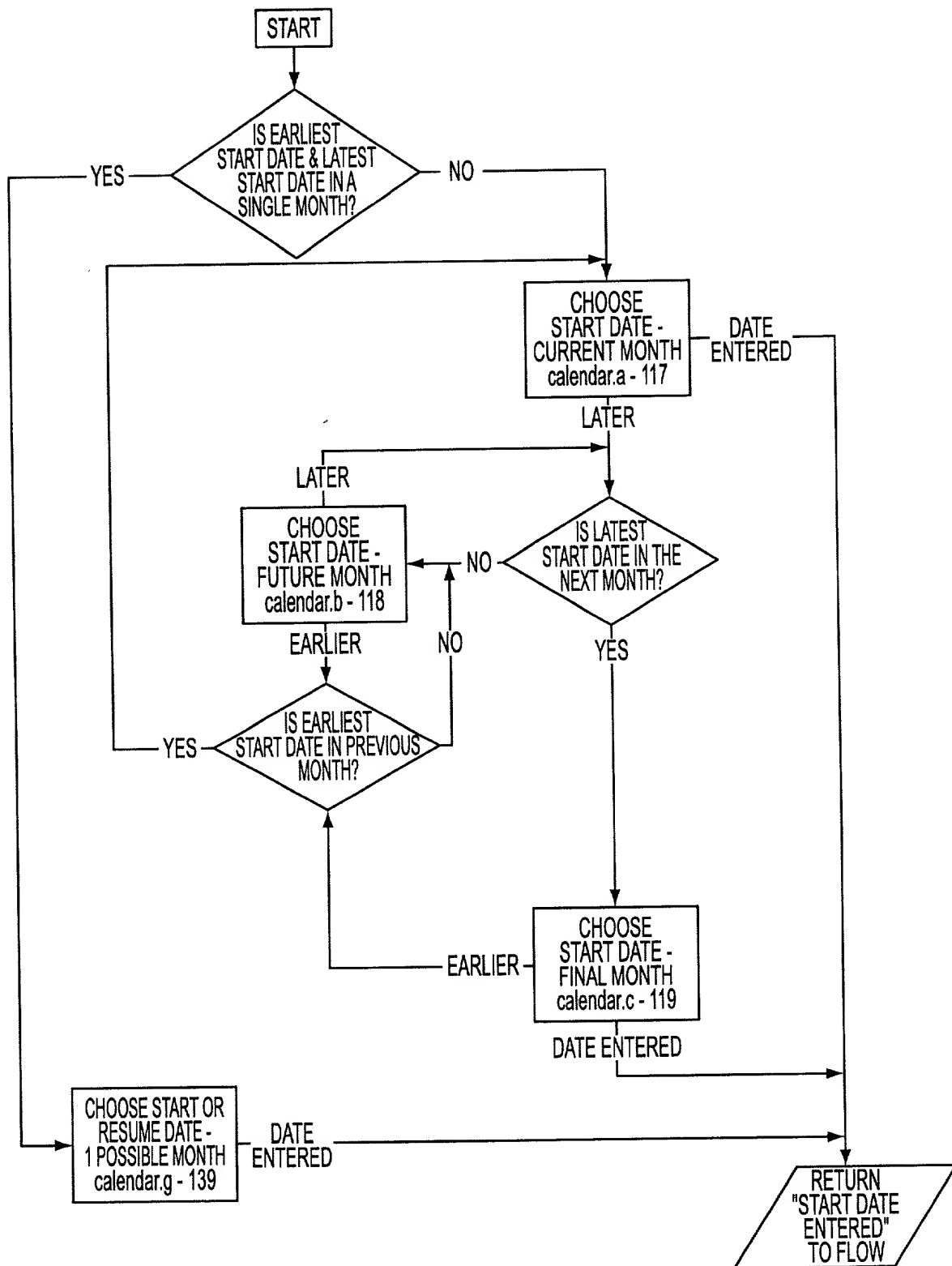


FIG. 102

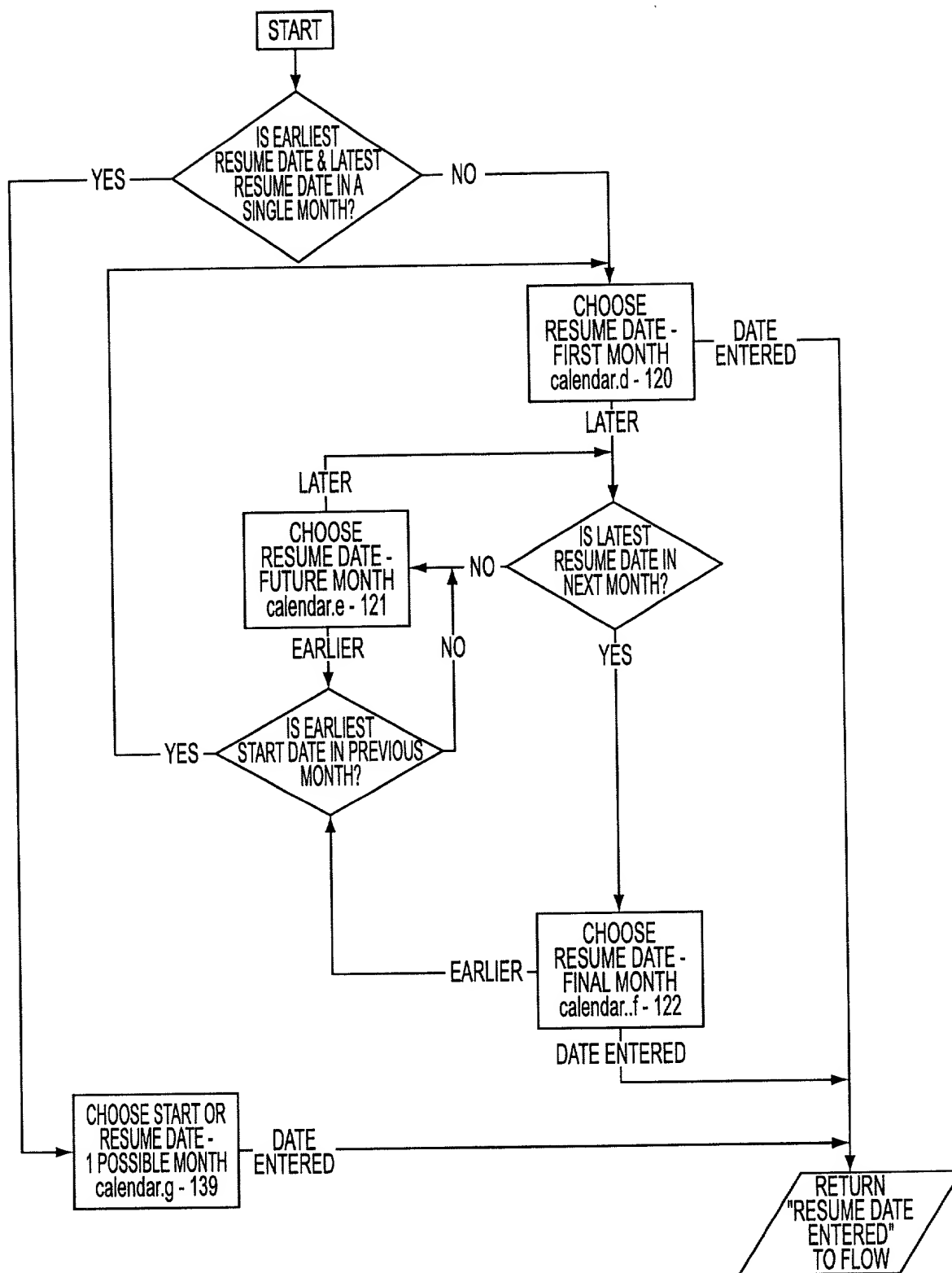


FIG. 103

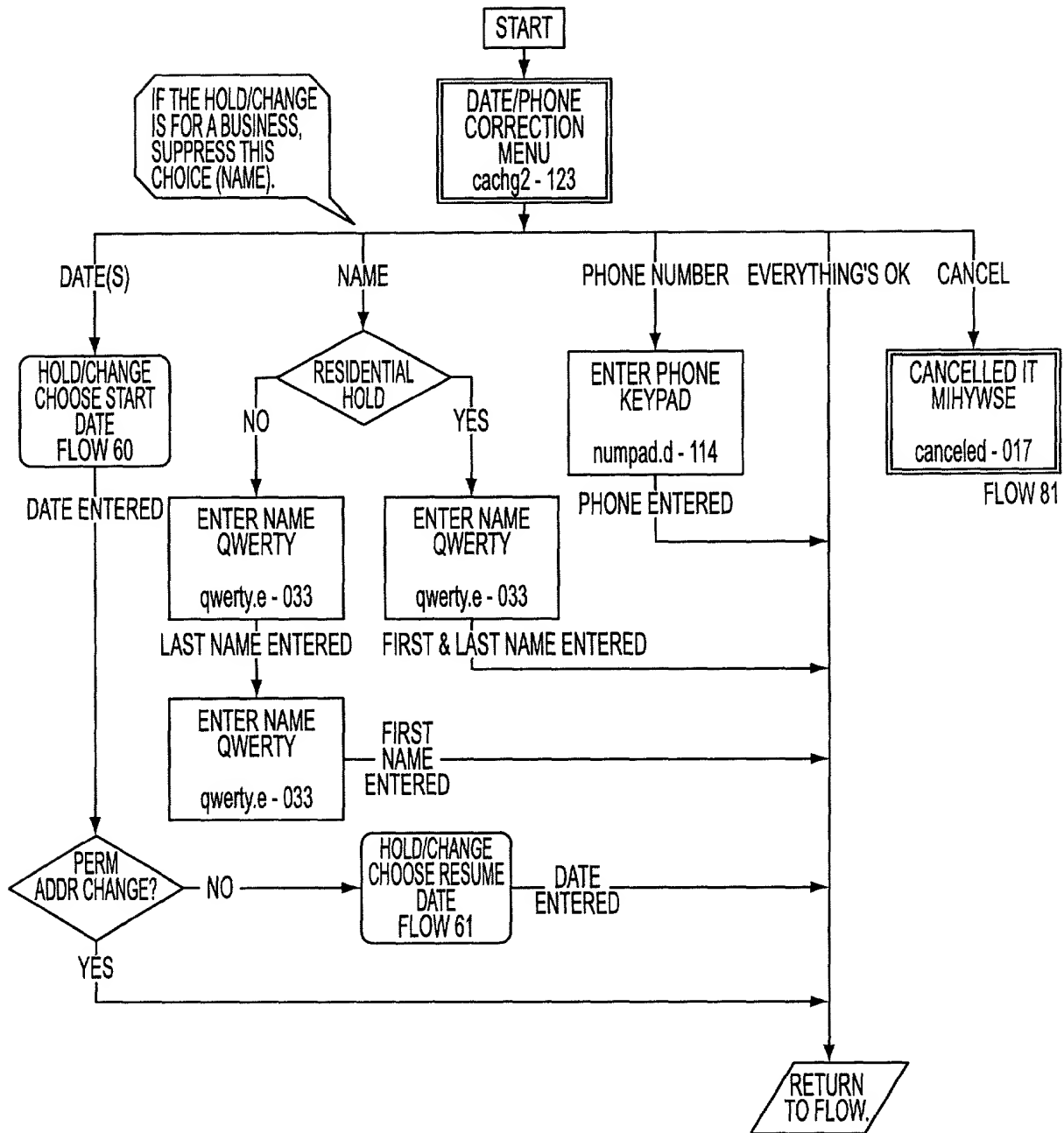


FIG. 104

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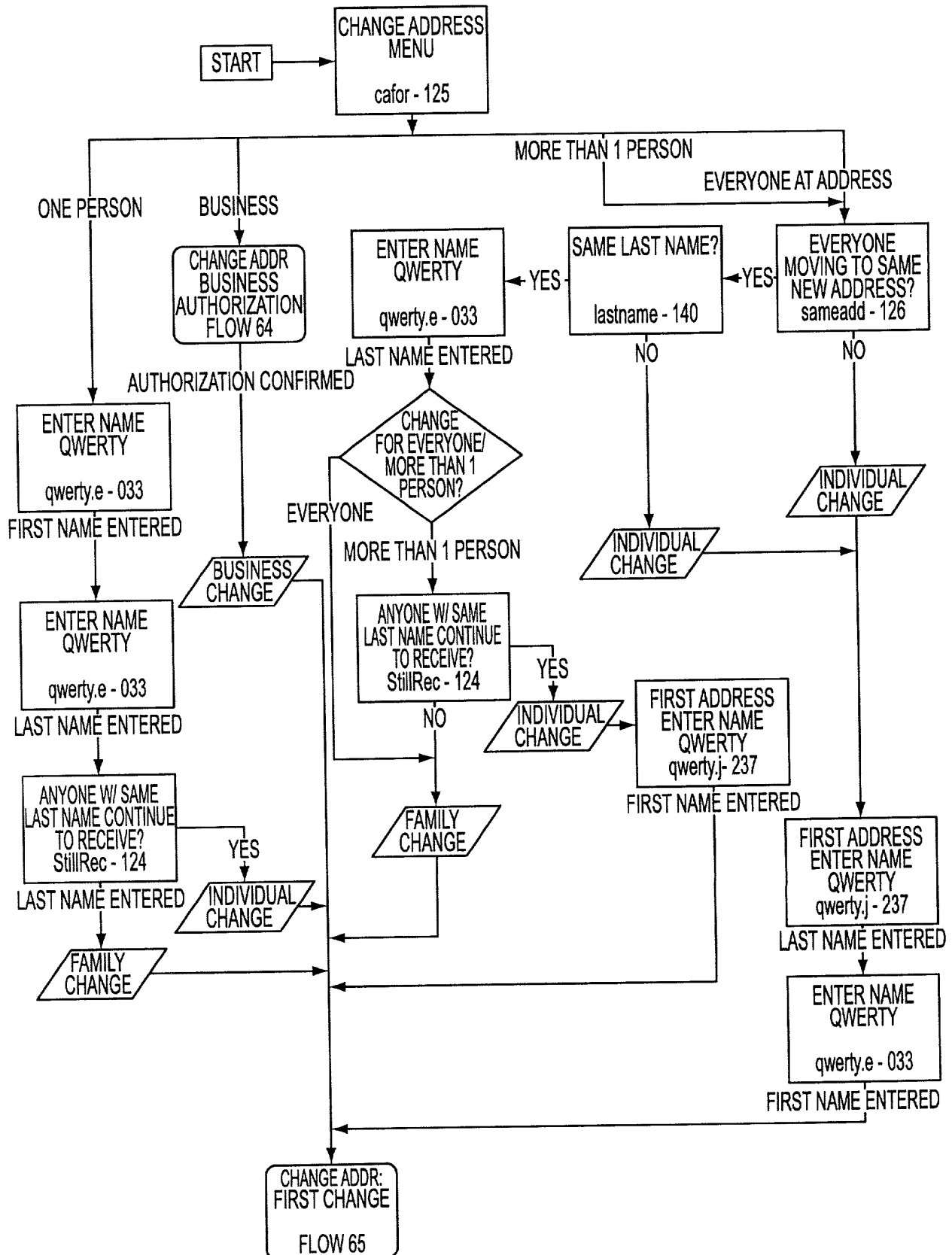


FIG. 105

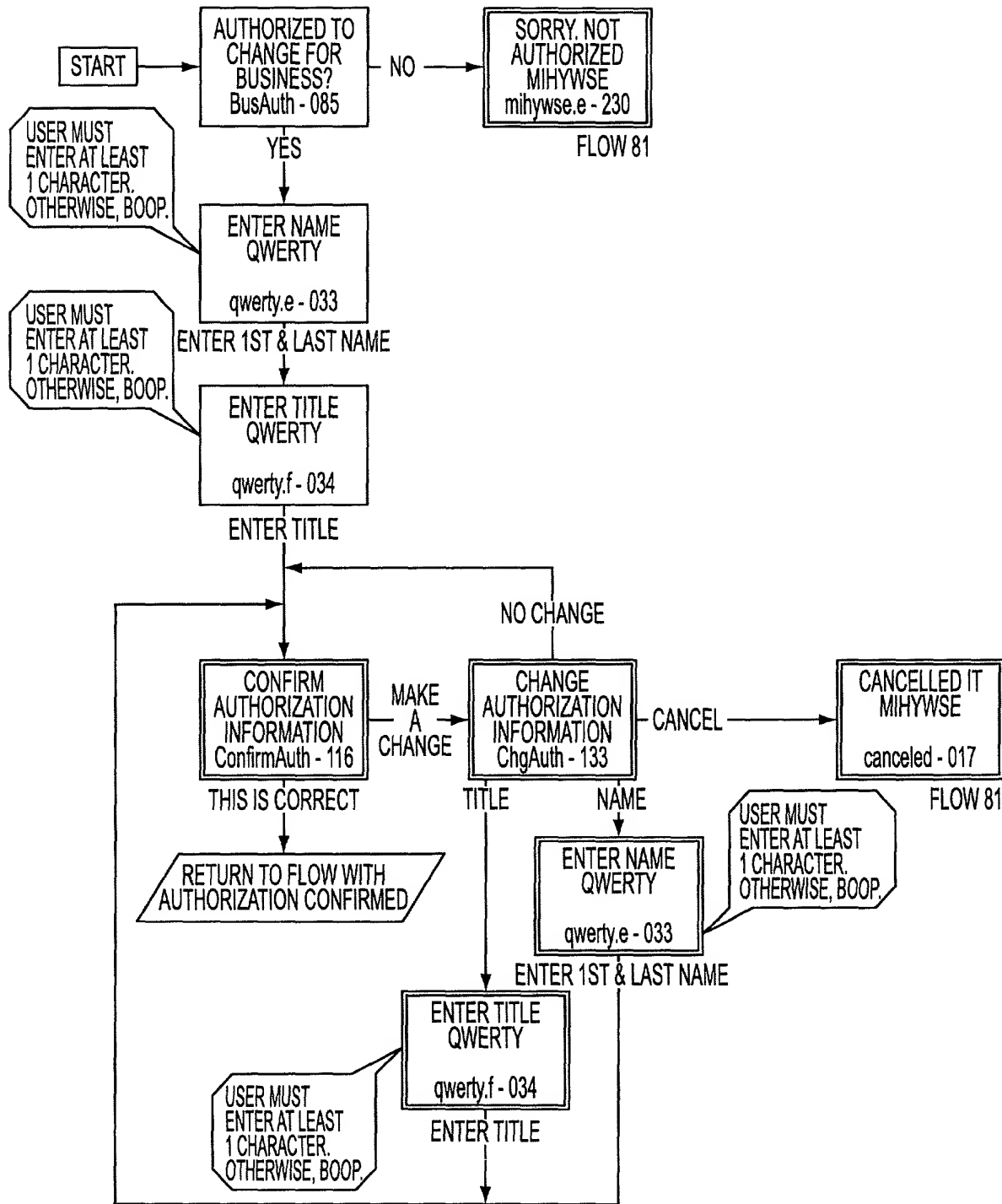


FIG. 106

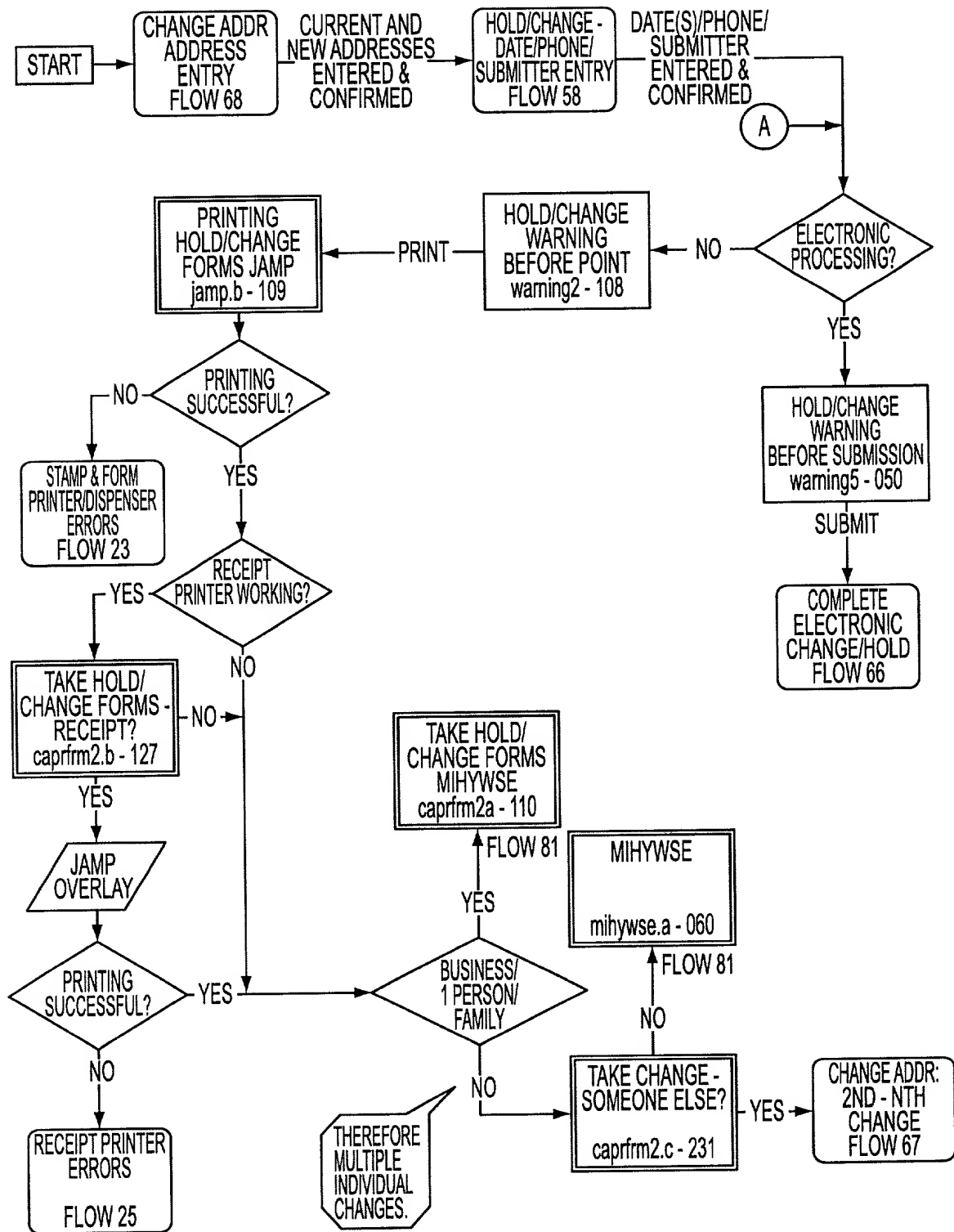


FIG. 107

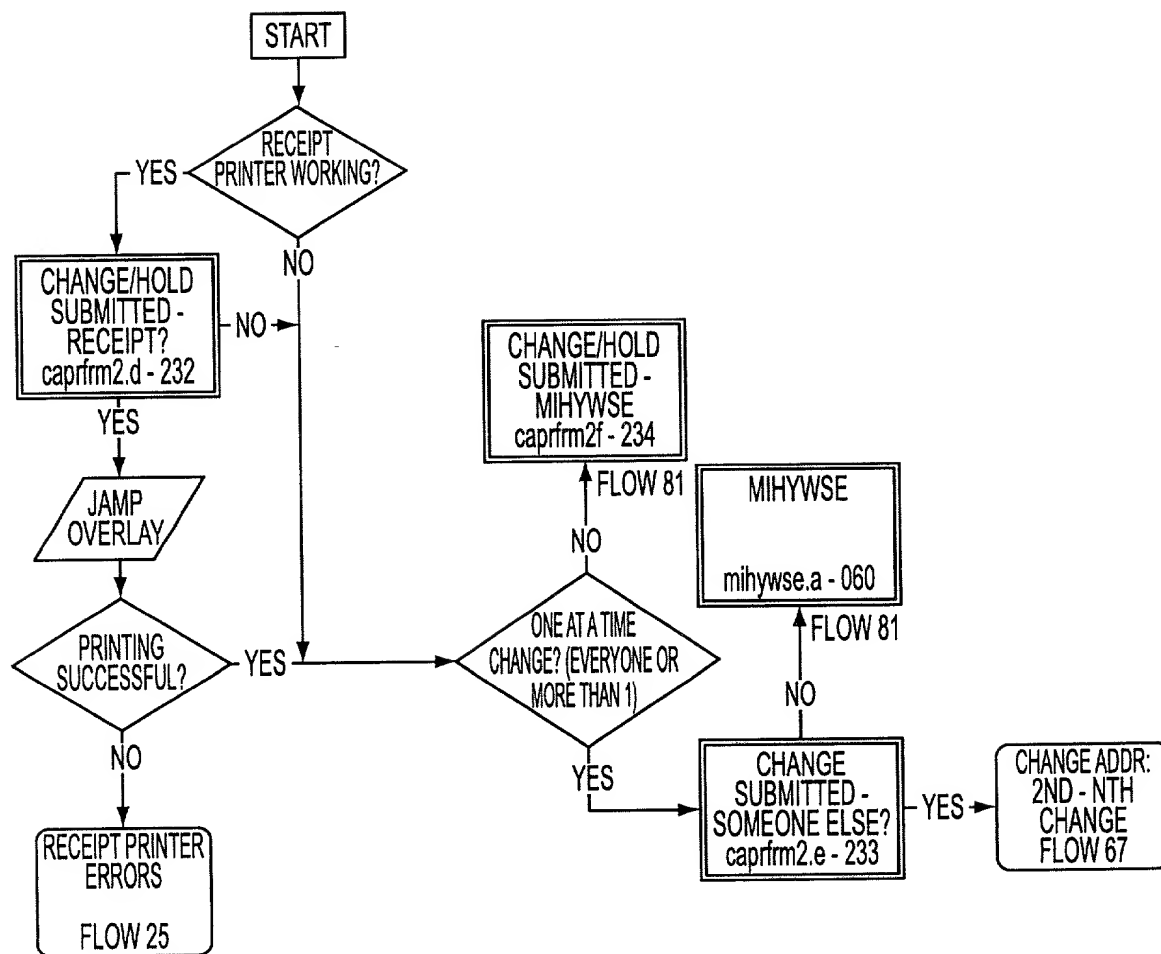


FIG. 108

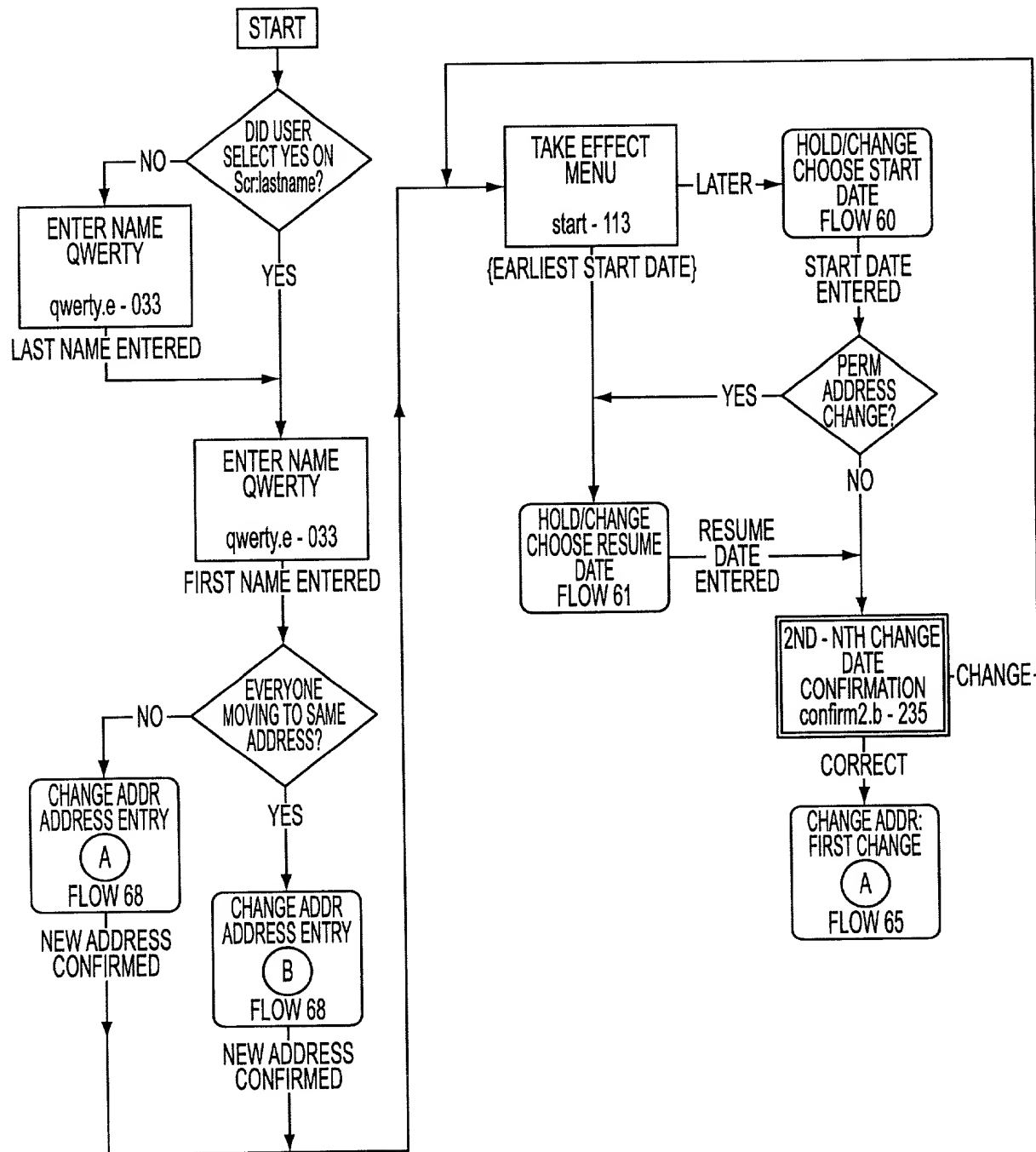


FIG. 109

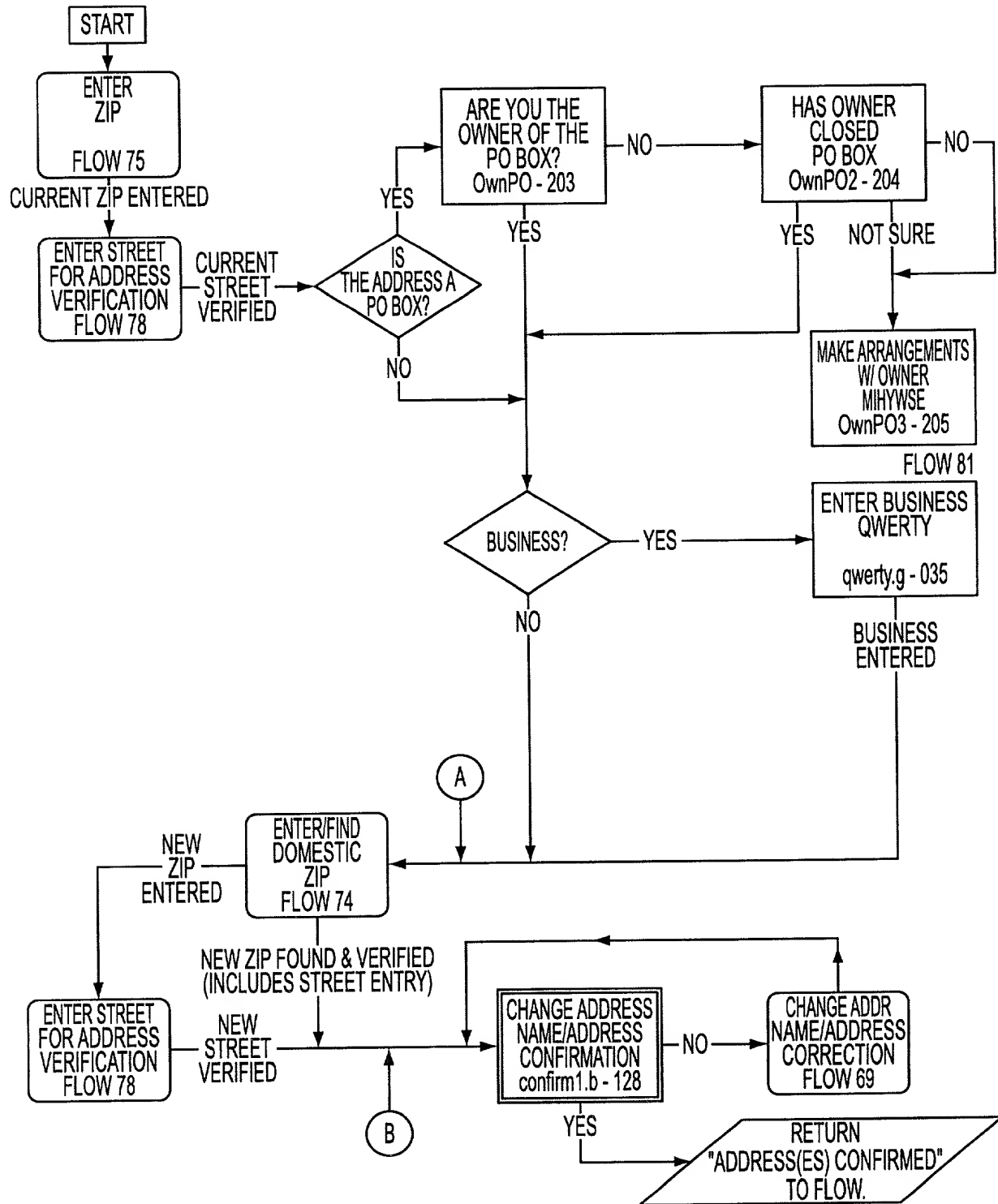


FIG. 110

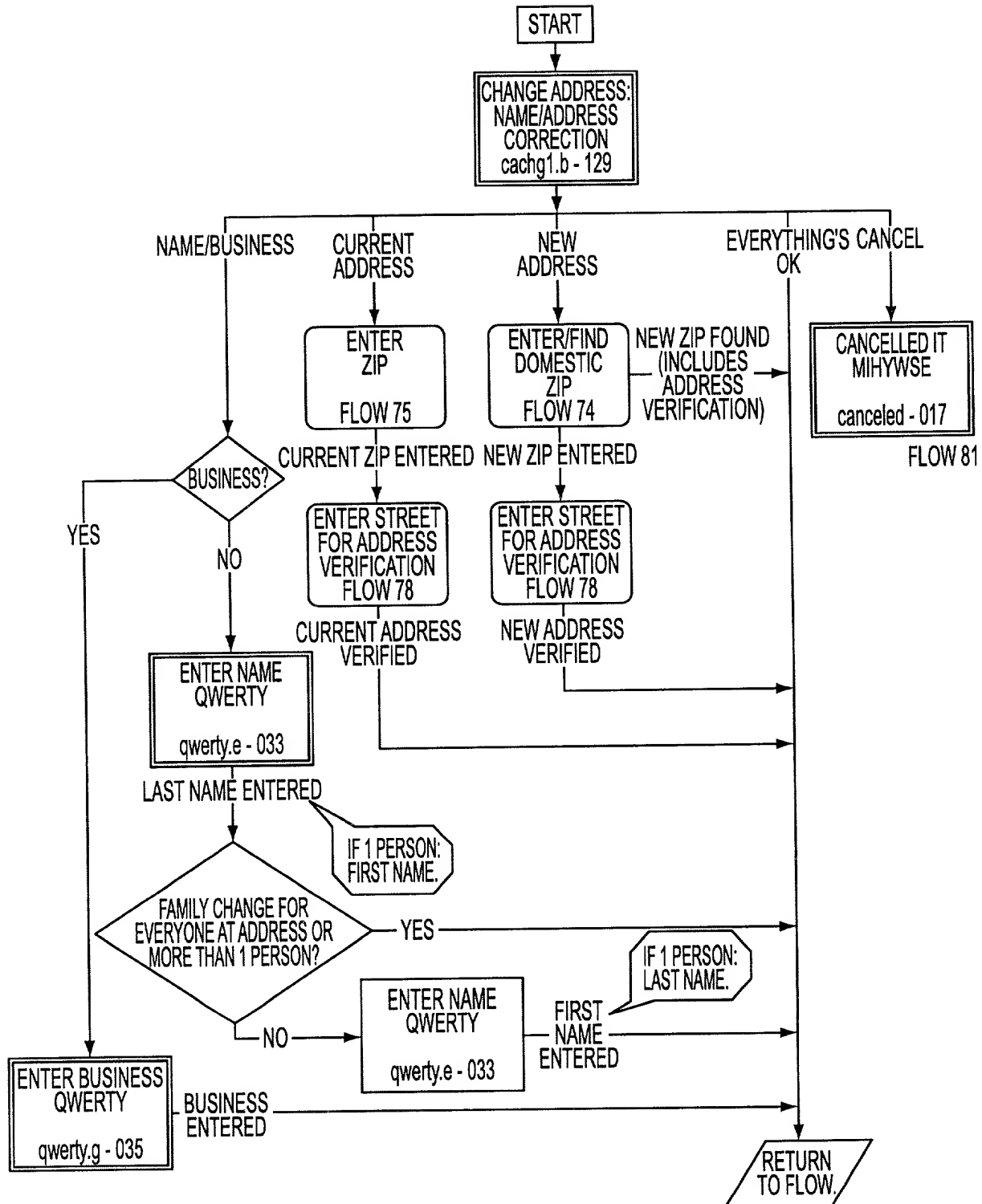


FIG. 111

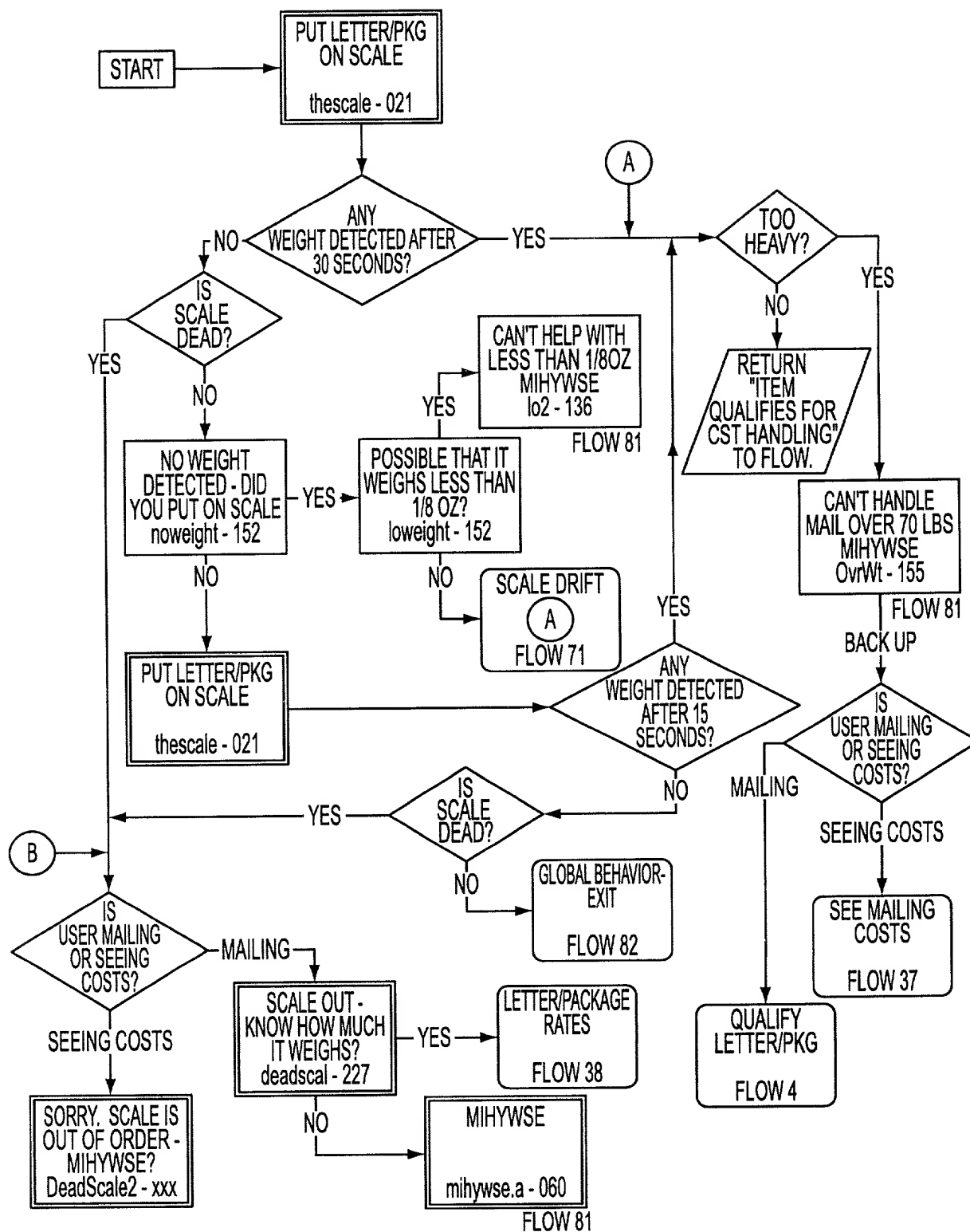
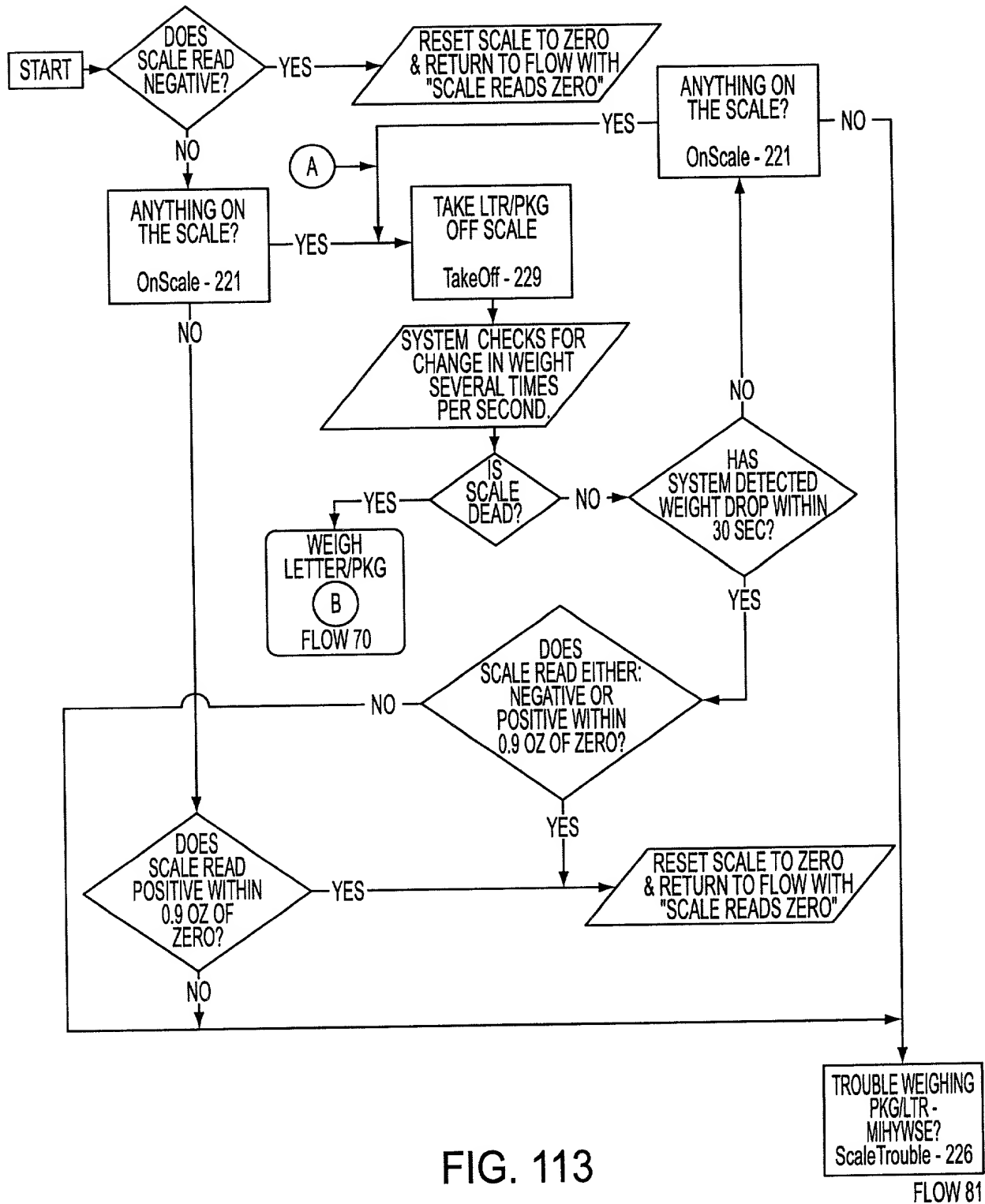


FIG. 112



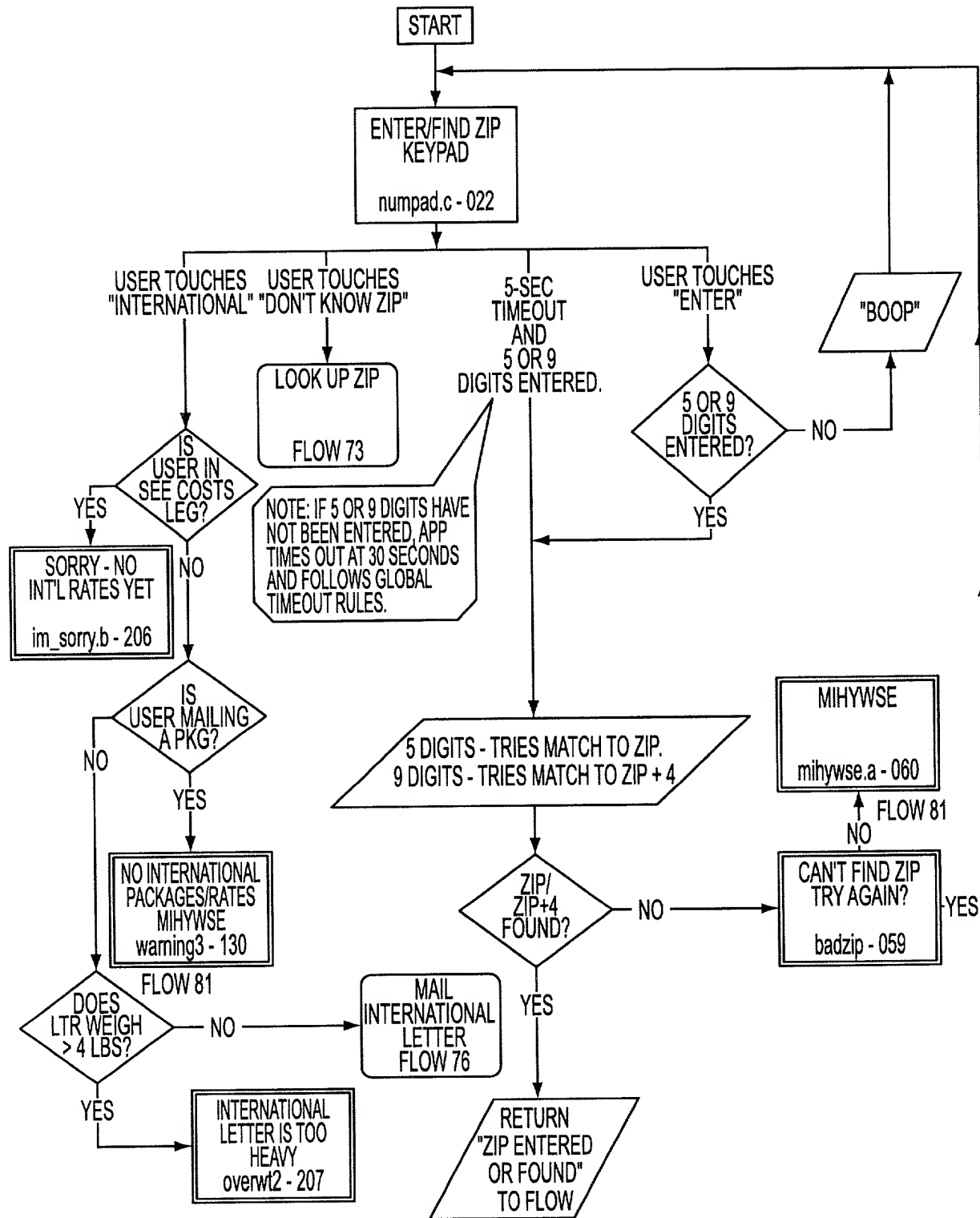


FIG. 114

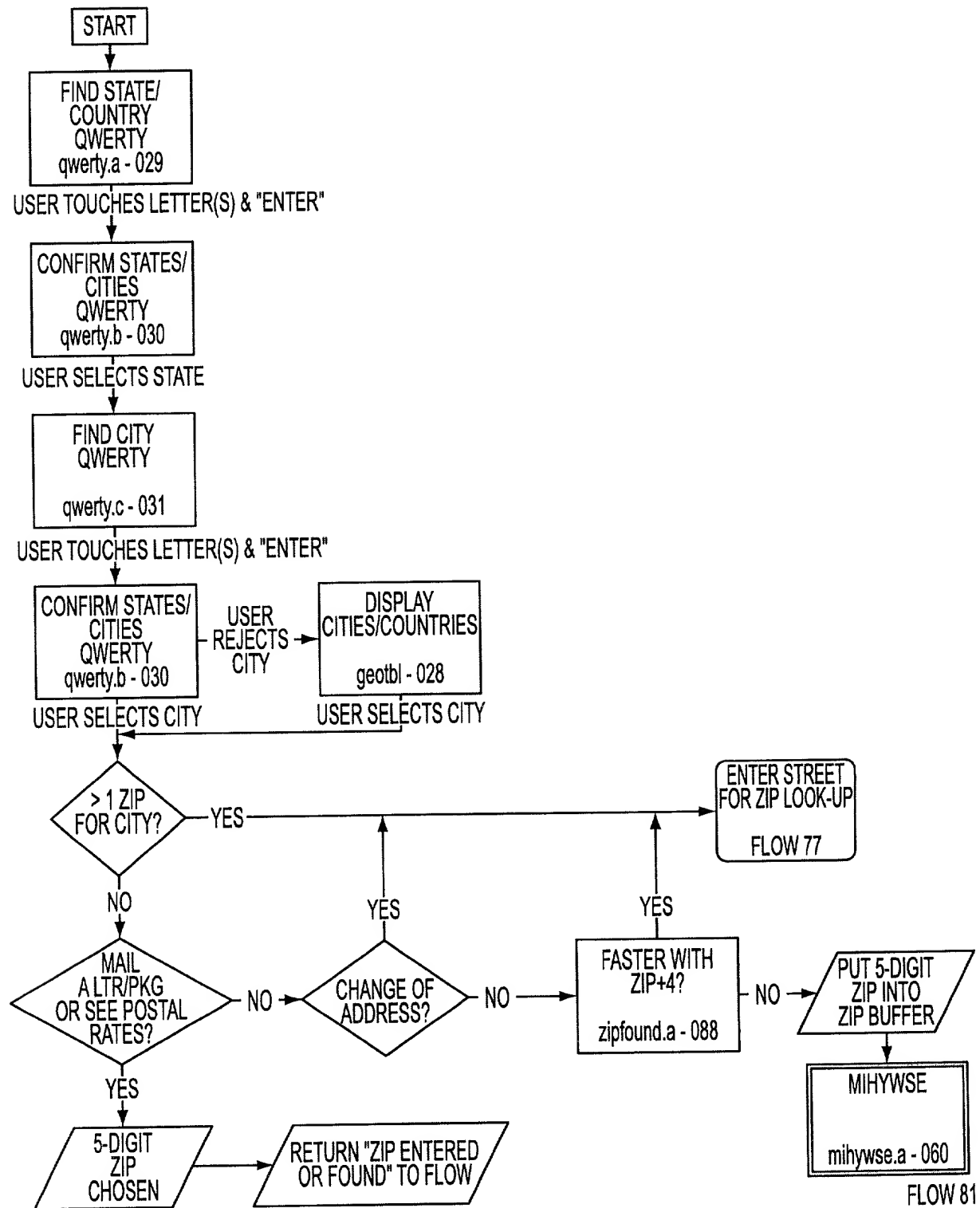


FIG. 115

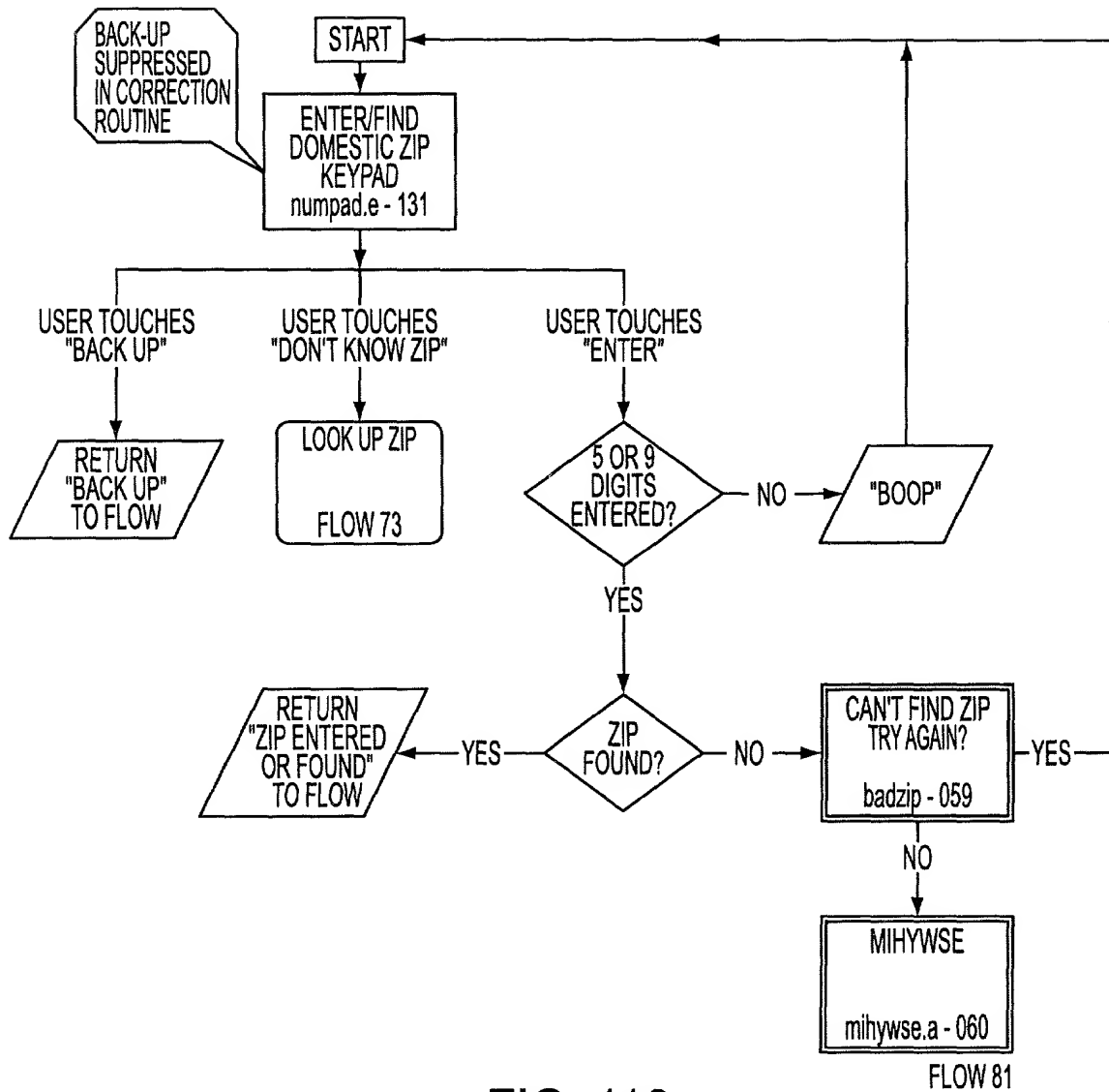
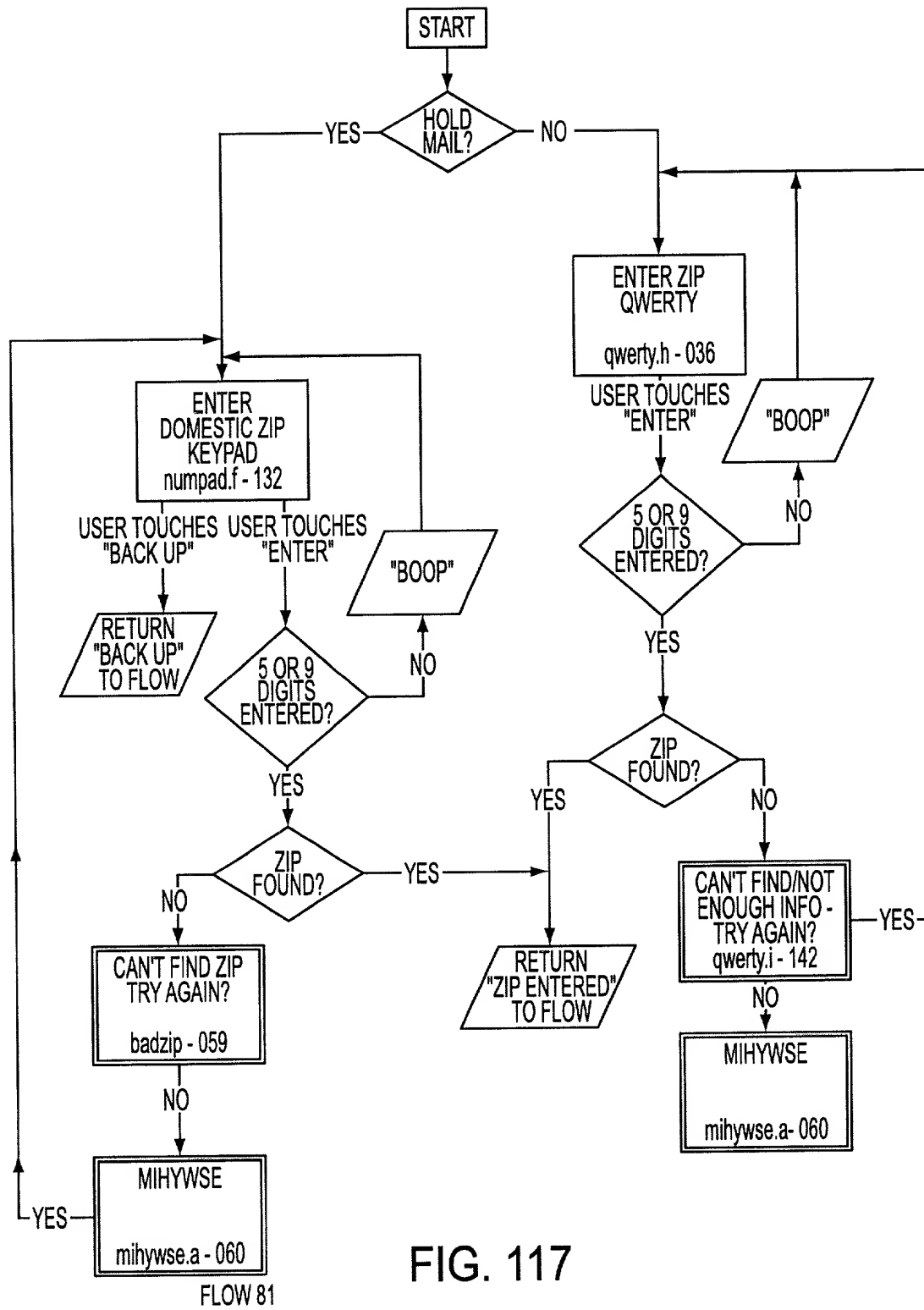


FIG. 116



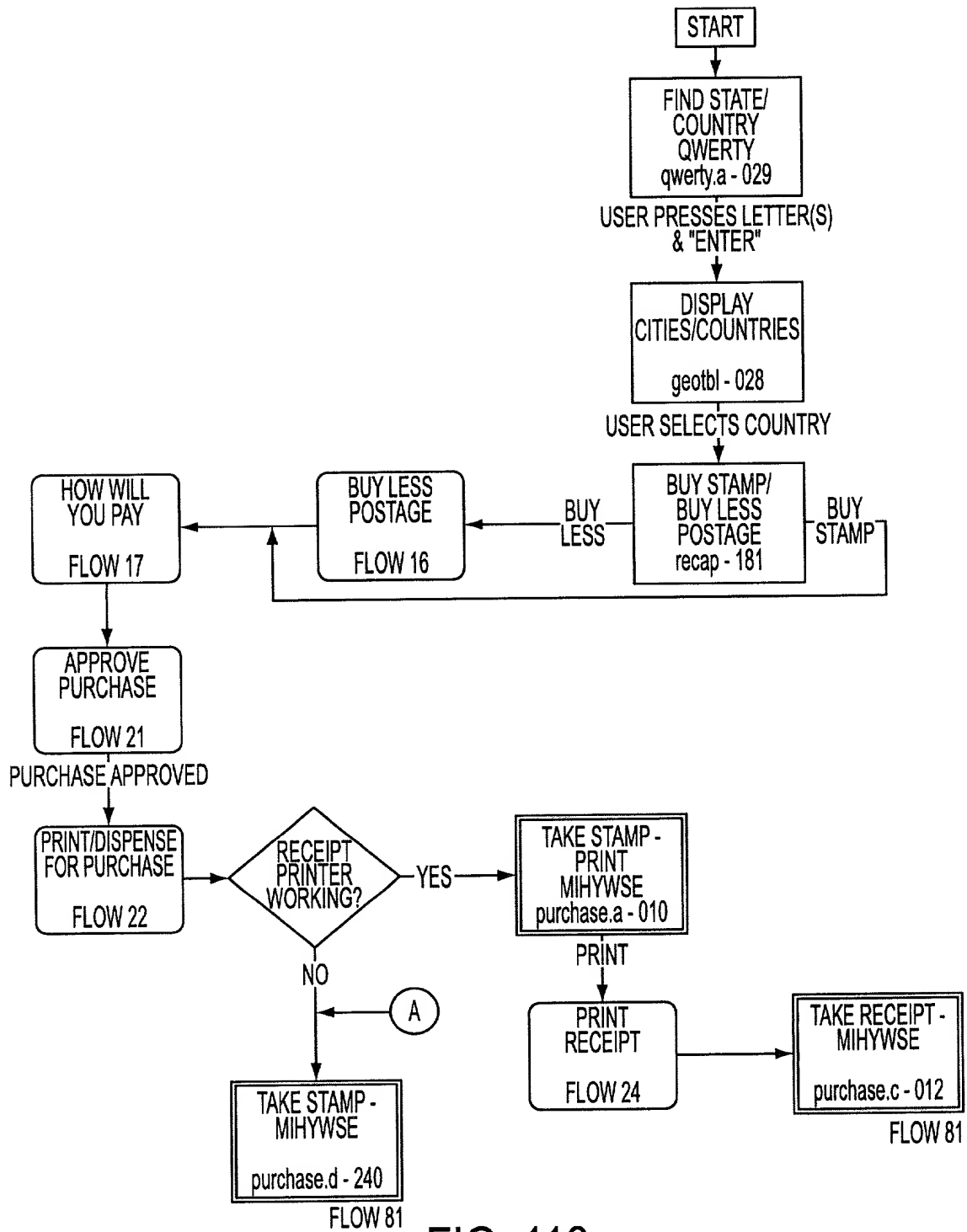


FIG. 118

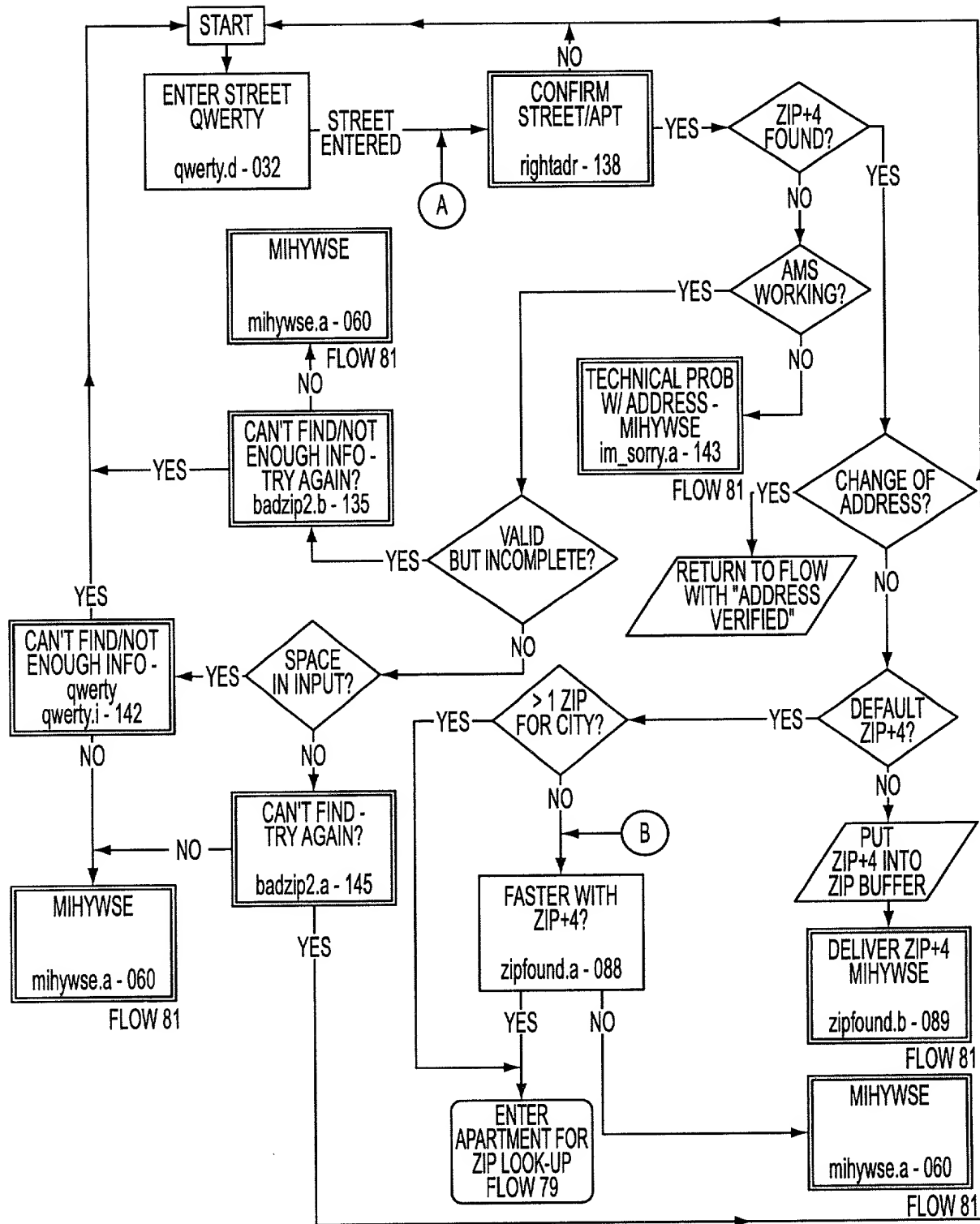


FIG. 119

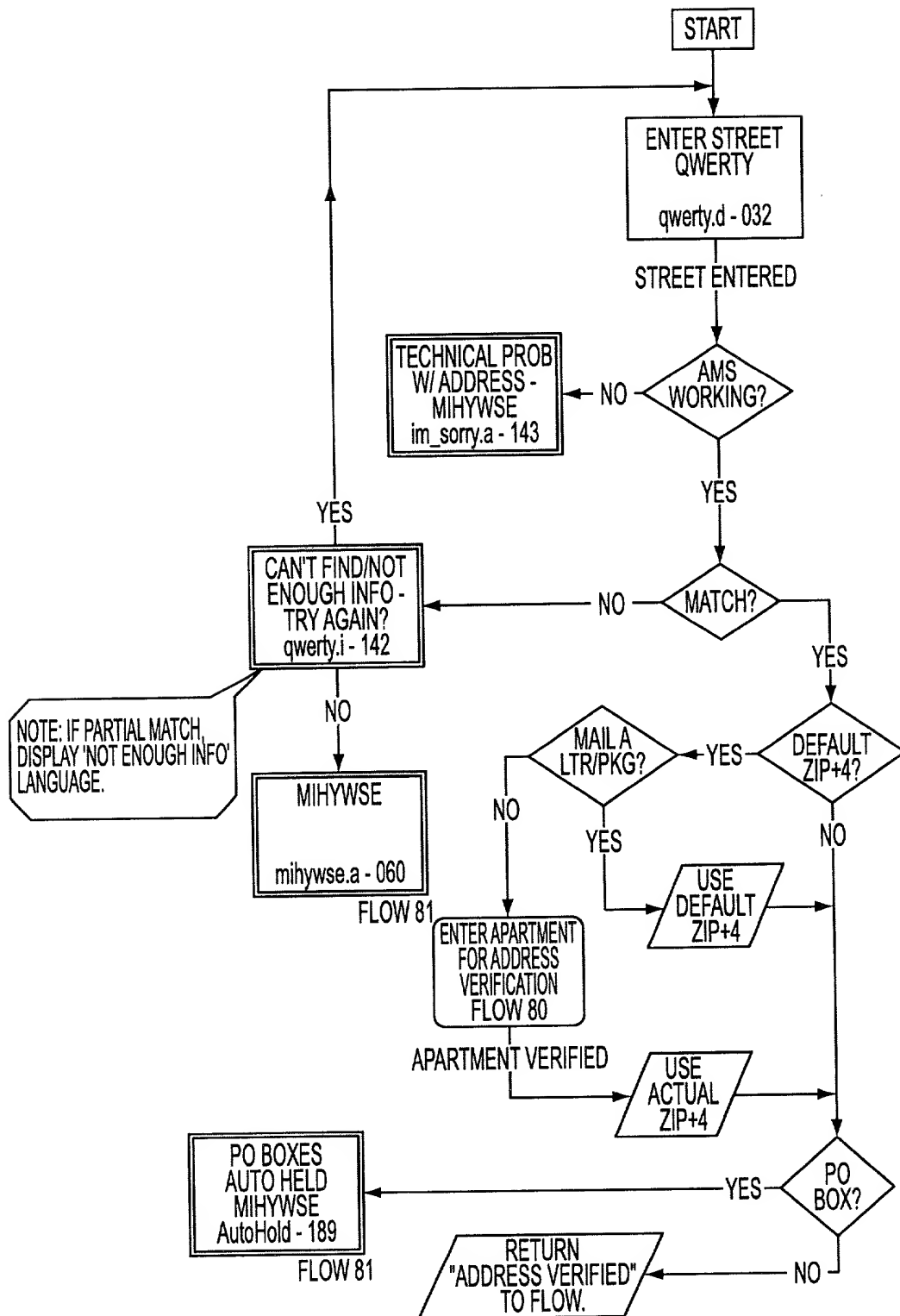
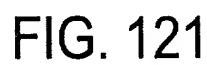


FIG. 120



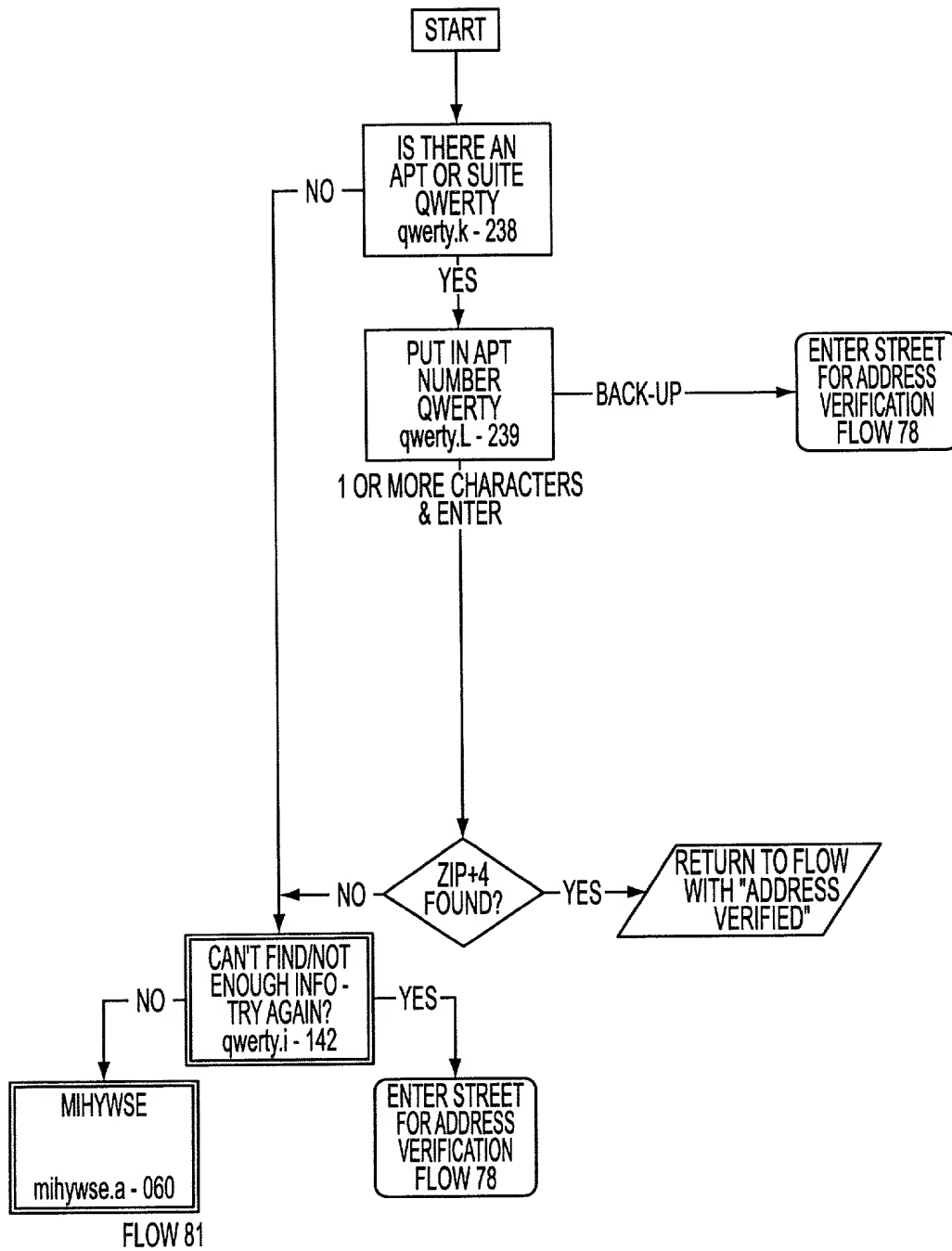


FIG. 122

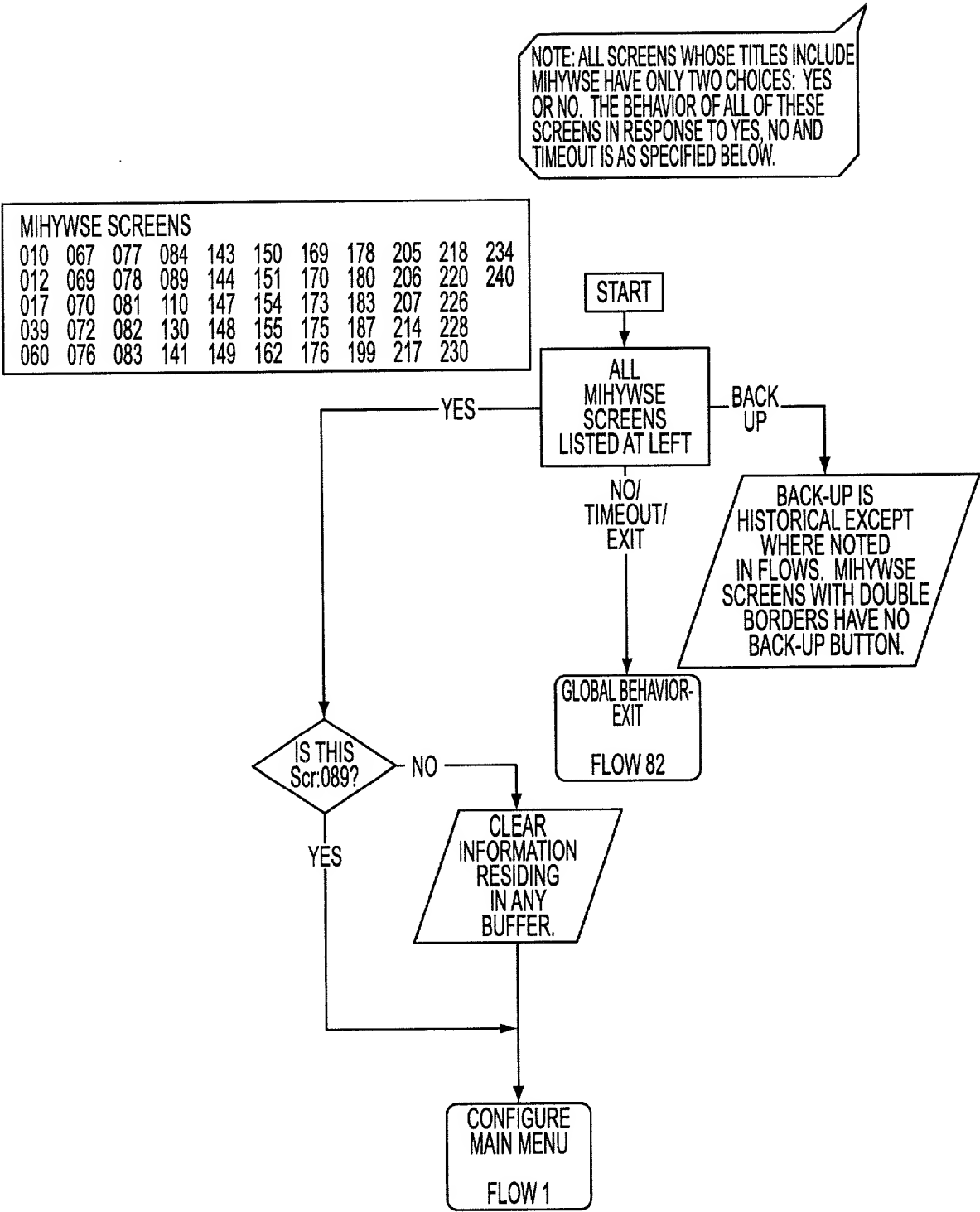


FIG. 123

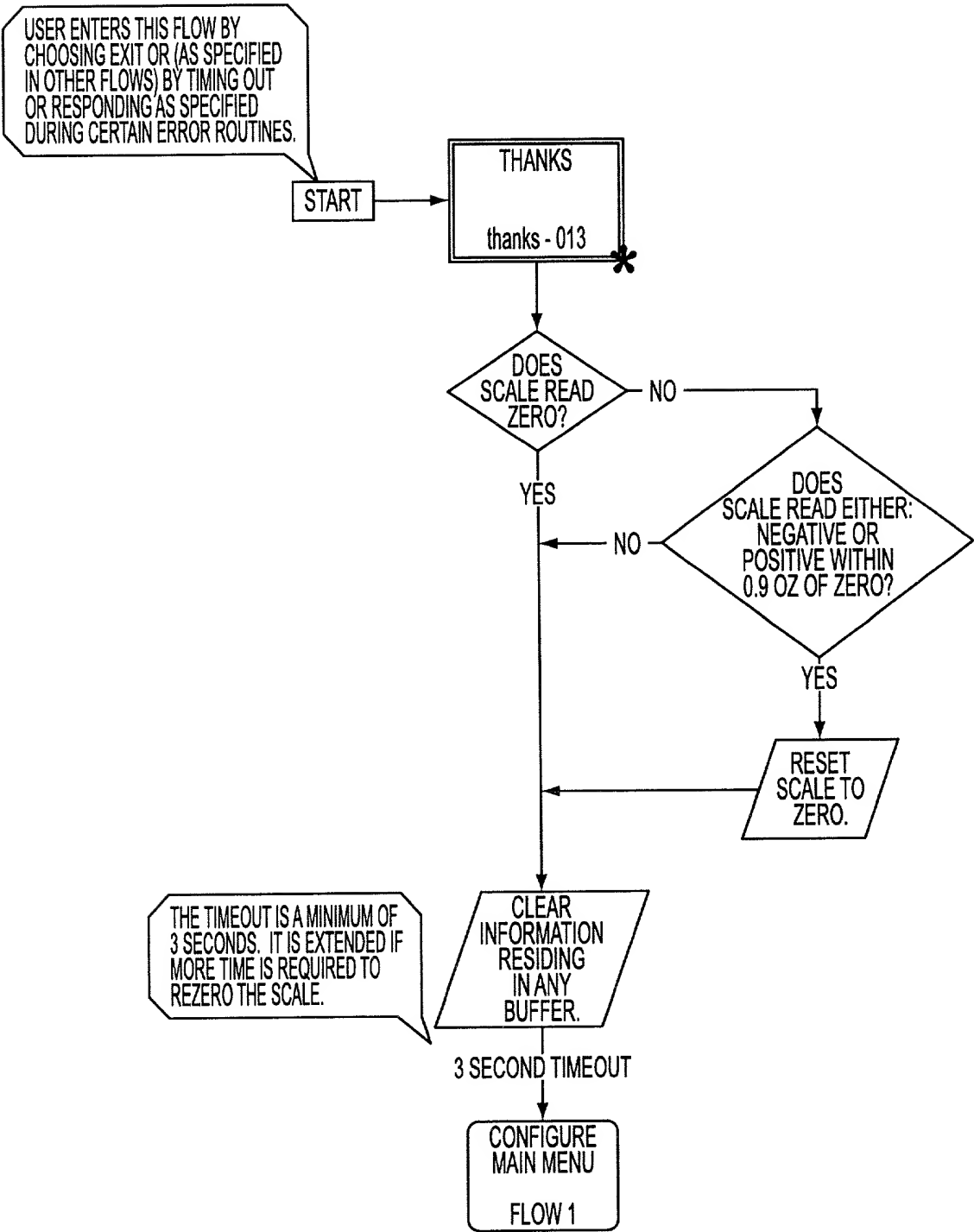


FIG. 124

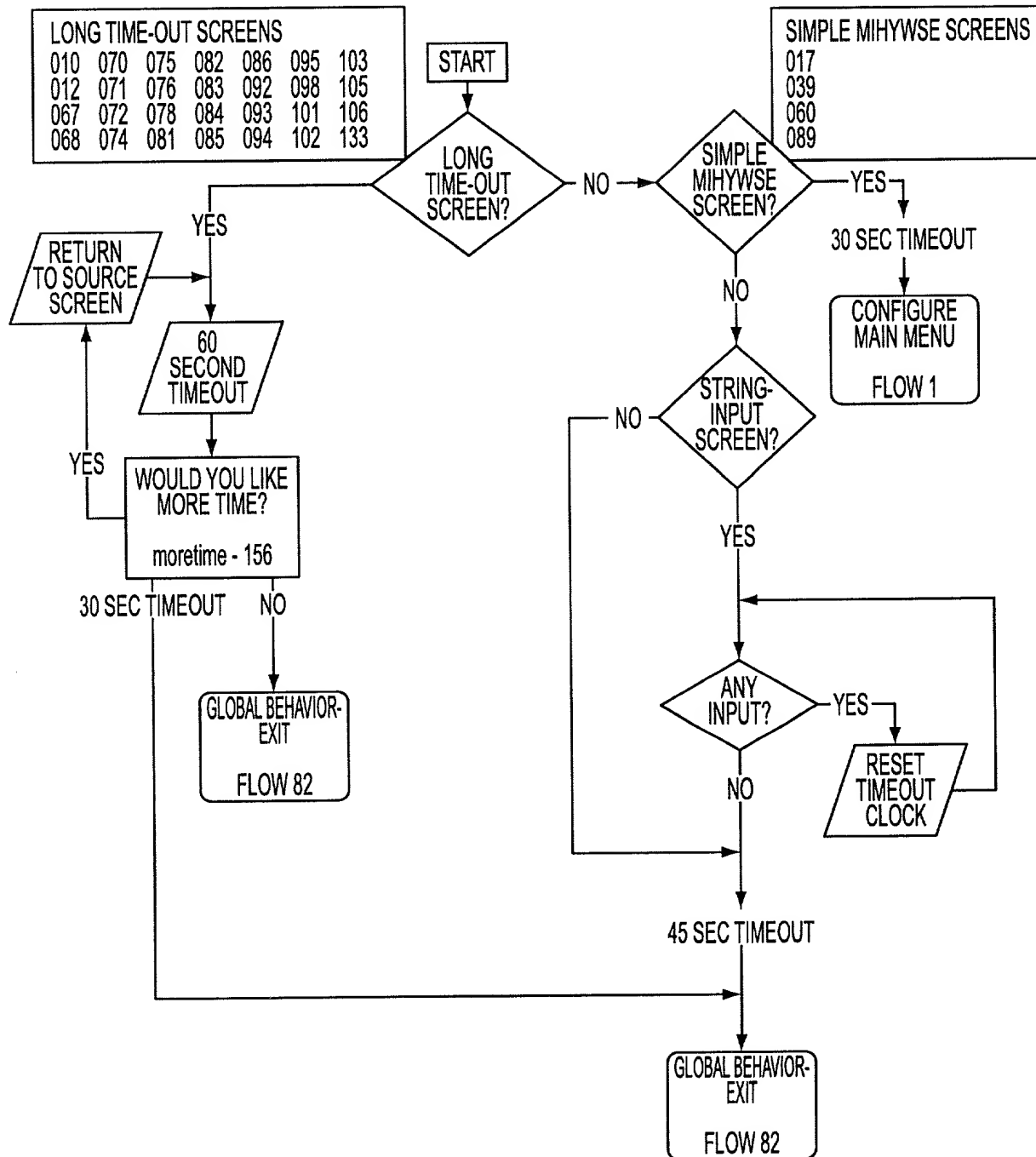


FIG. 125

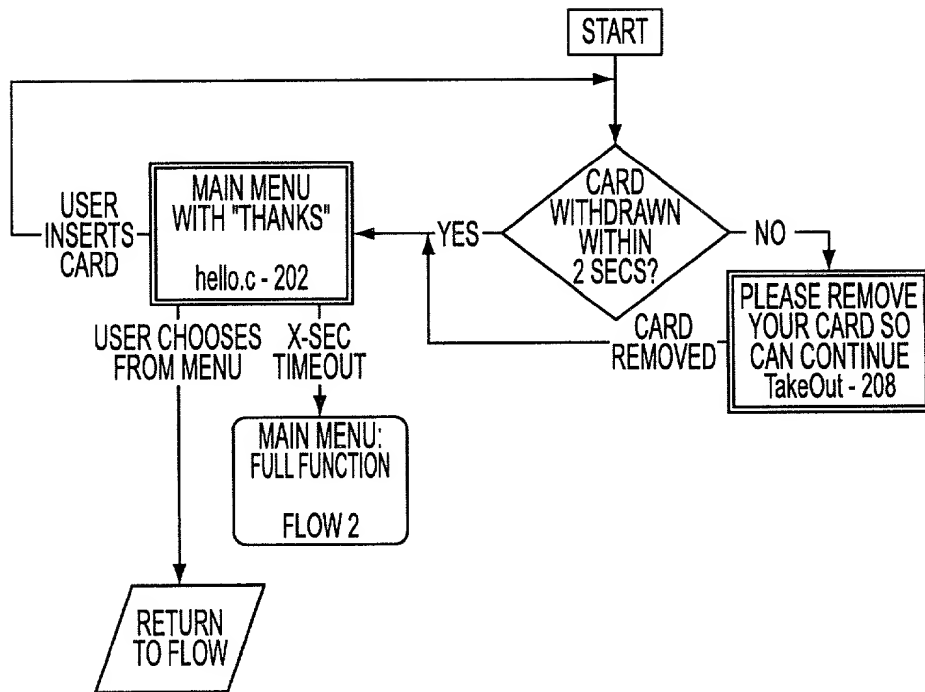


FIG. 126

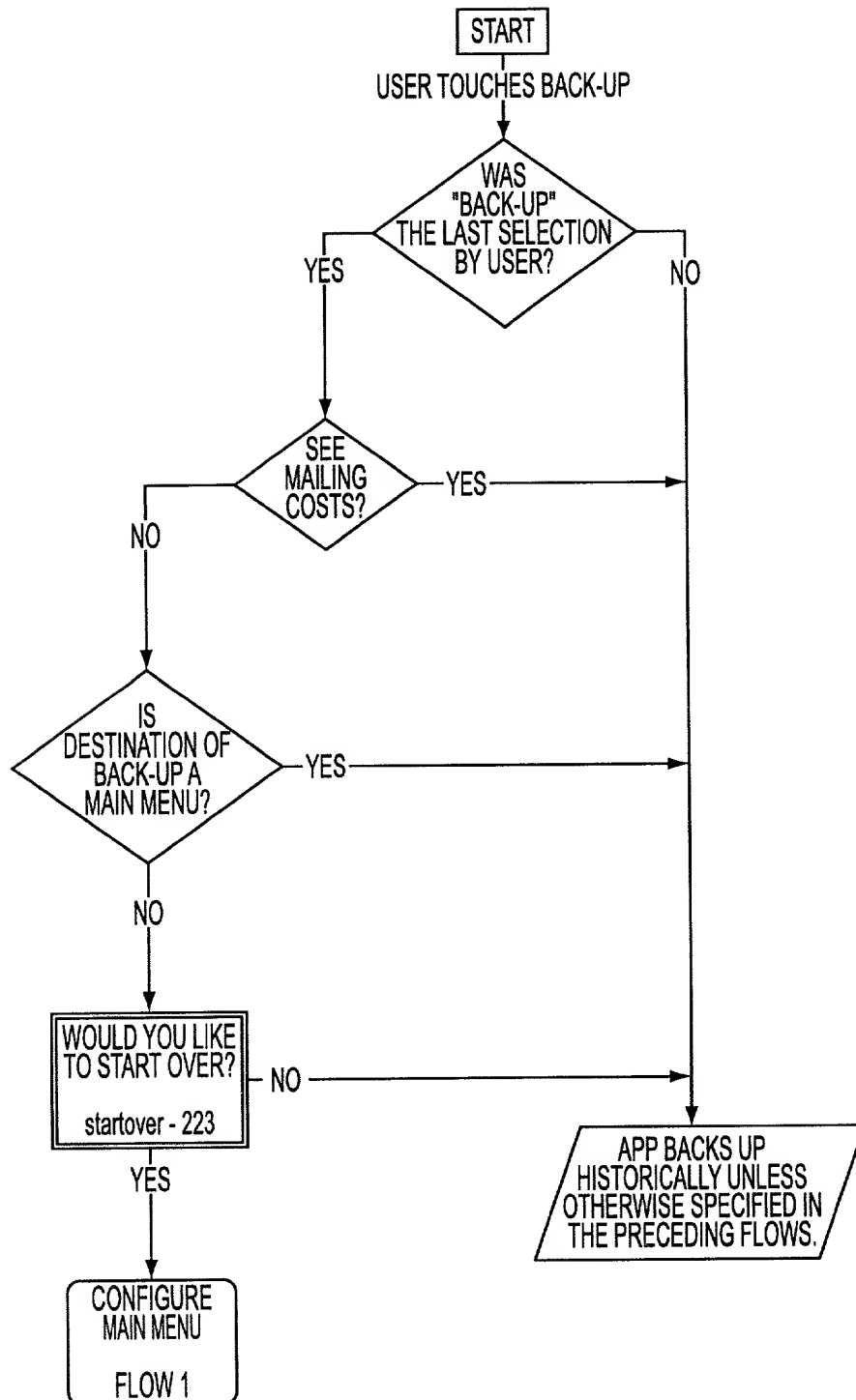


FIG. 127

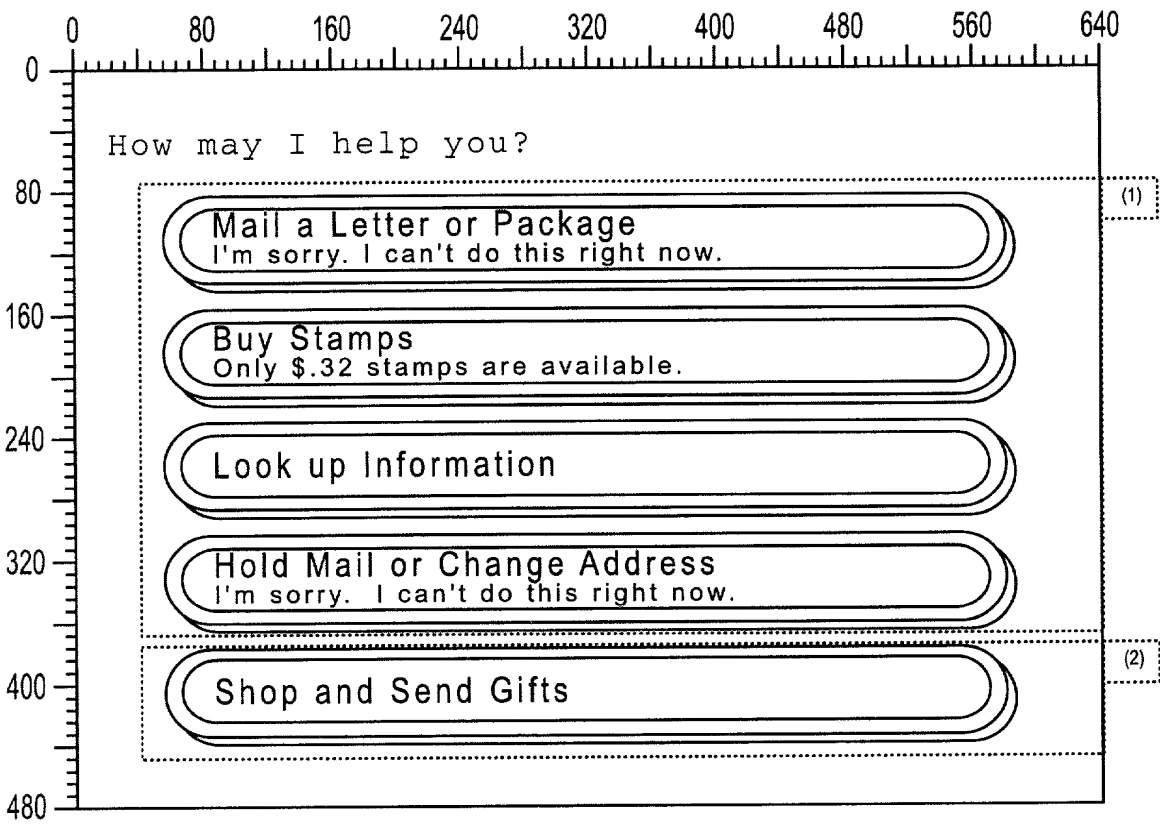


FIG. 128

080160240320400480560640

0

80

160

240

320

400

480

560

640

What kind of stamp?

32¢ First Class

20¢ Postcard

\$3.00

Priority Mail

\$10.75

Express Mail

International Stamp

A Different Stamp

Back Up

EXIT

FIG. 129

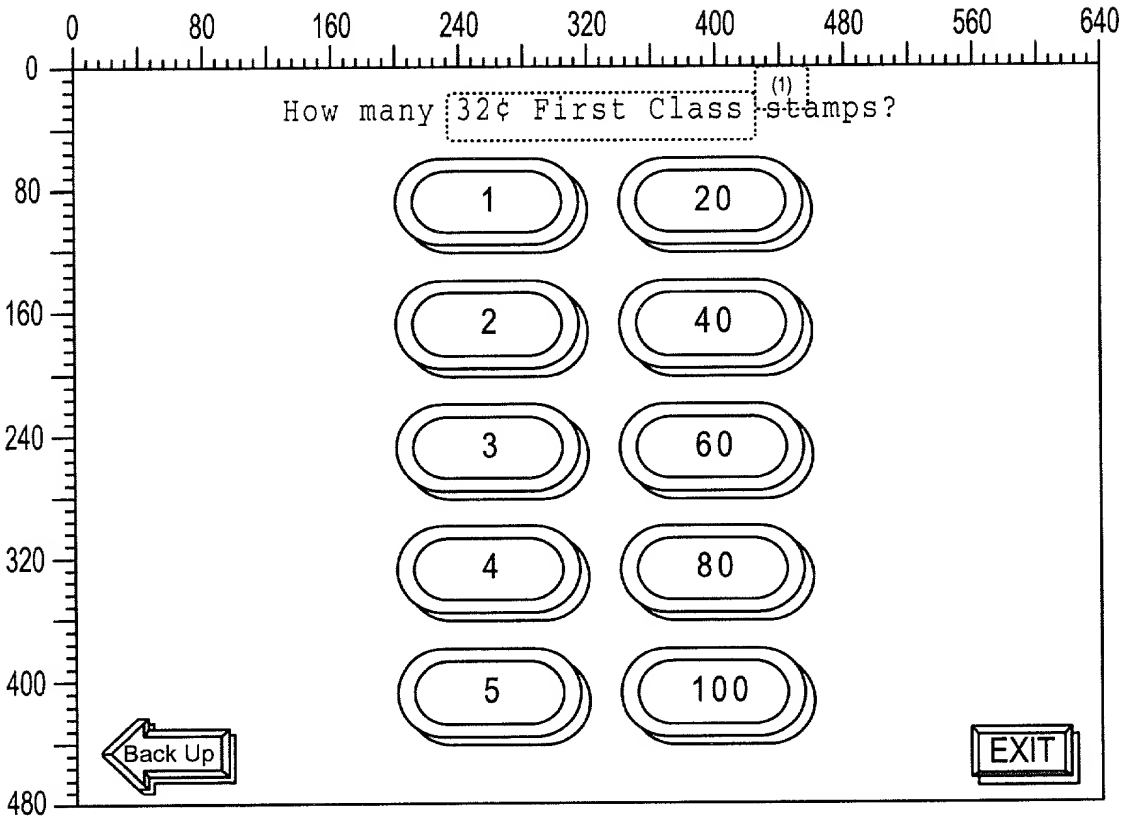


FIG. 130

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0 80 160 240 320 (1) 400 480 560 640

0

How many 55¢ First Class stamps?

80 (2)

160

240

320

400

480

Back Up

1

2

3

4

5

EXIT

FIG. 131

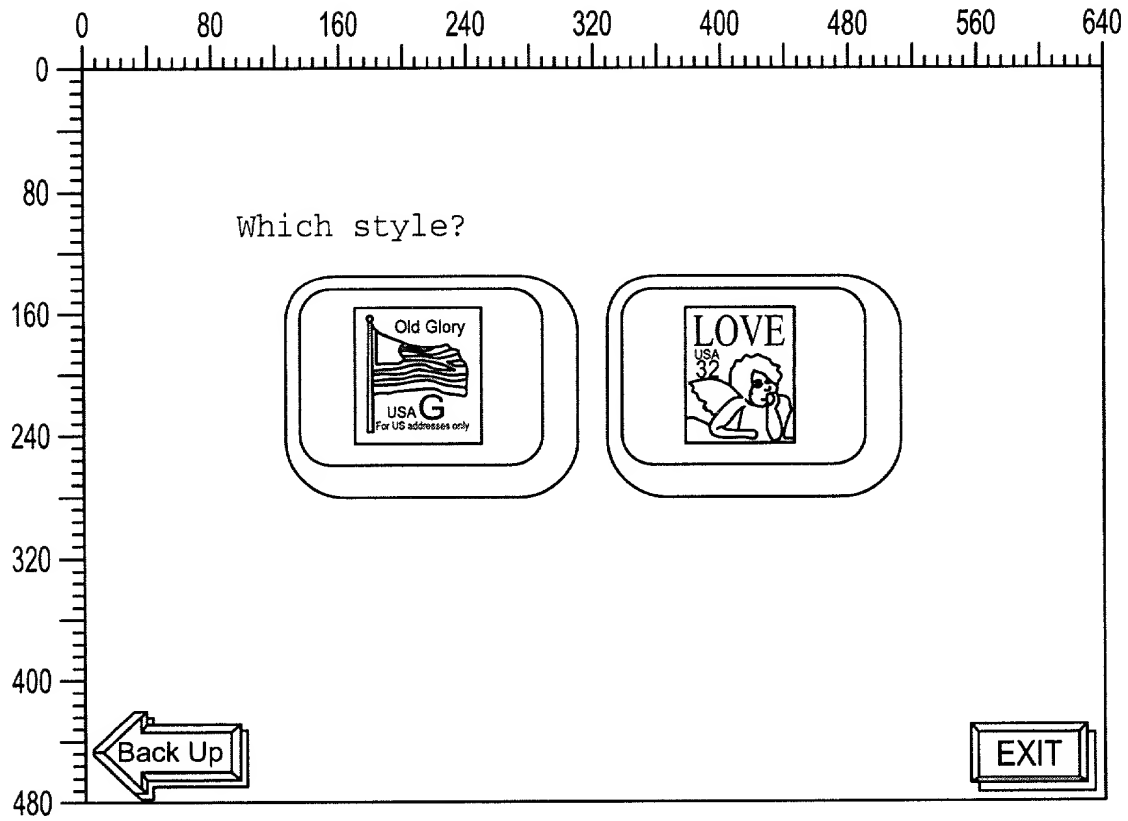


FIG. 132

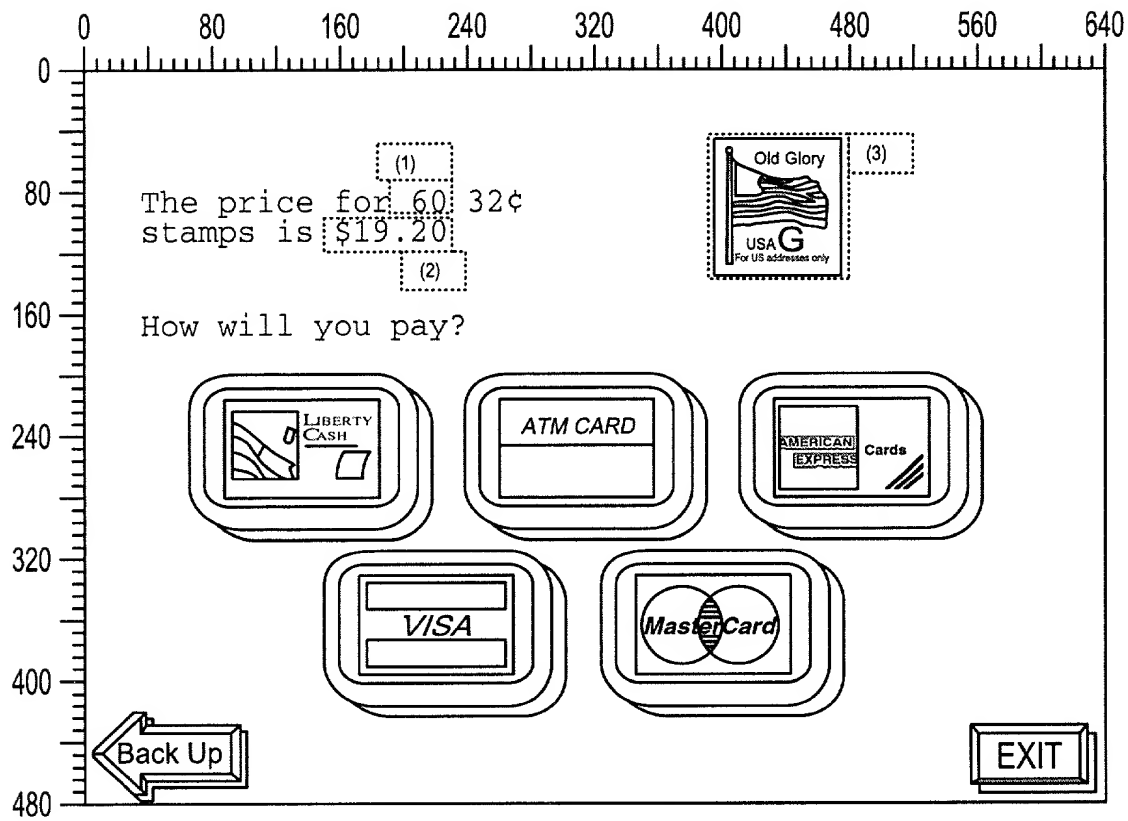


FIG. 133

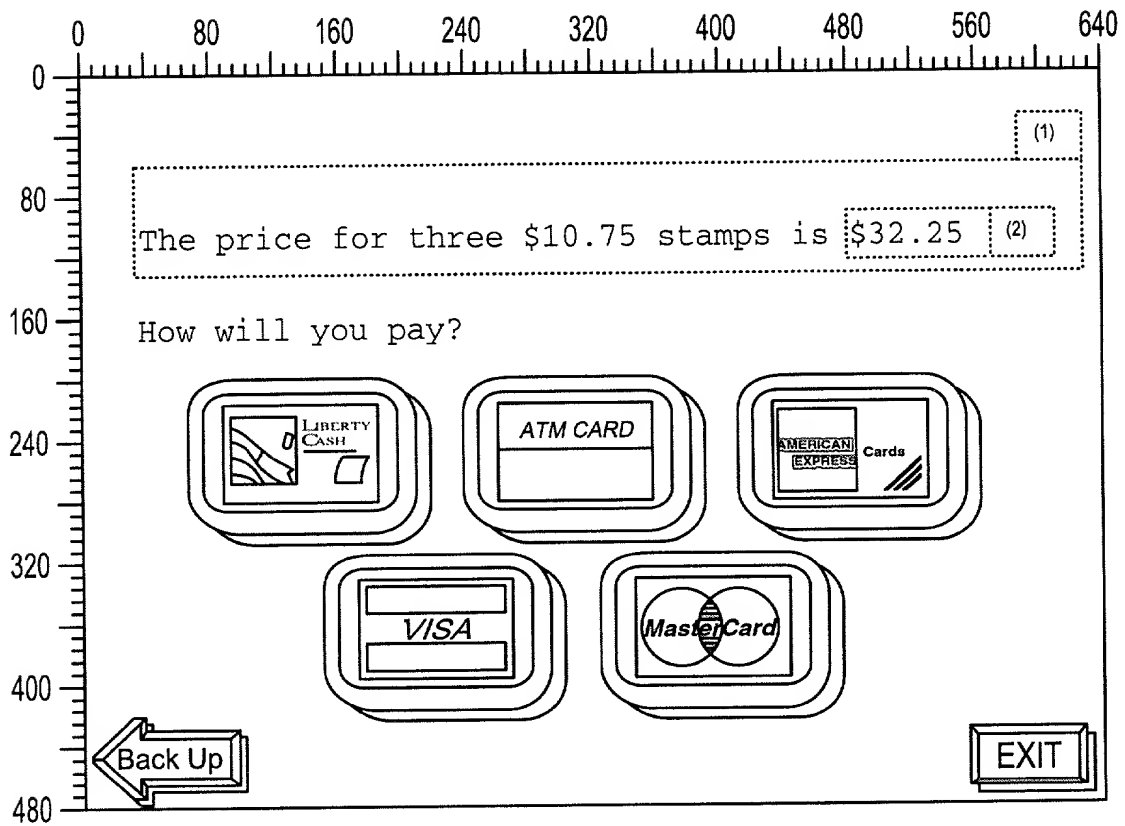


FIG. 134

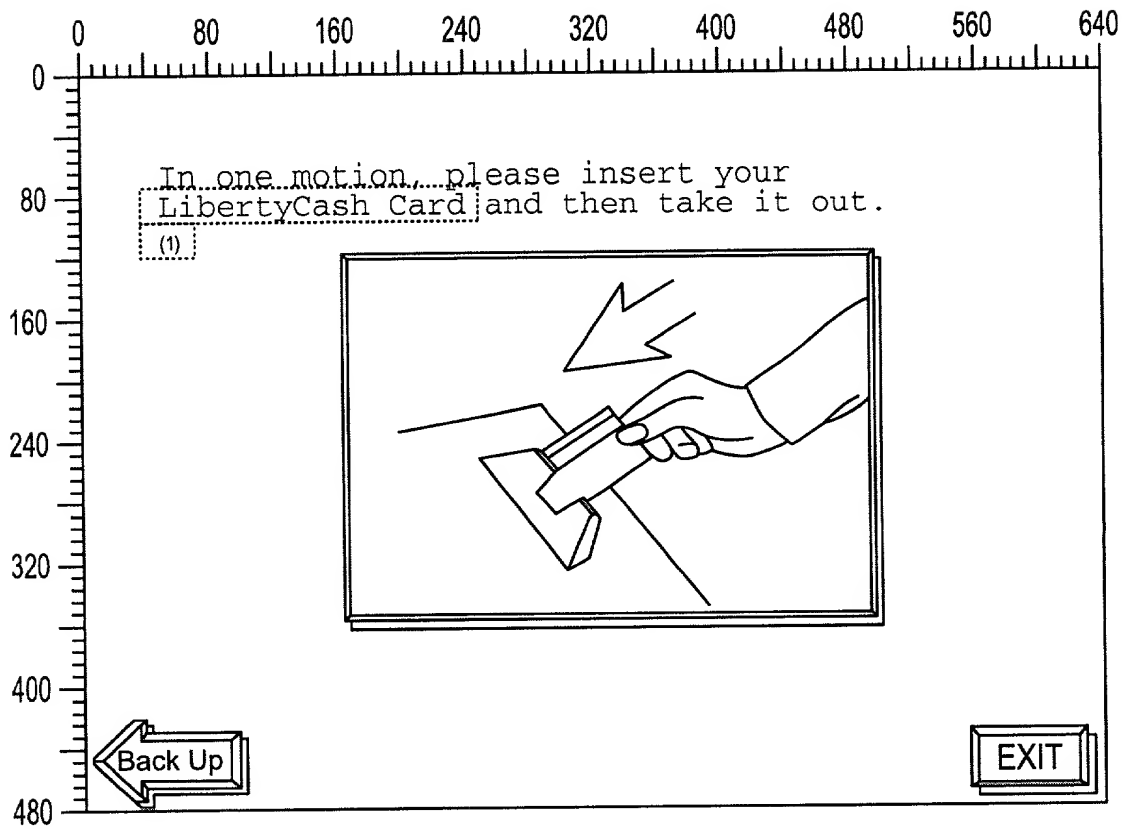


FIG. 135

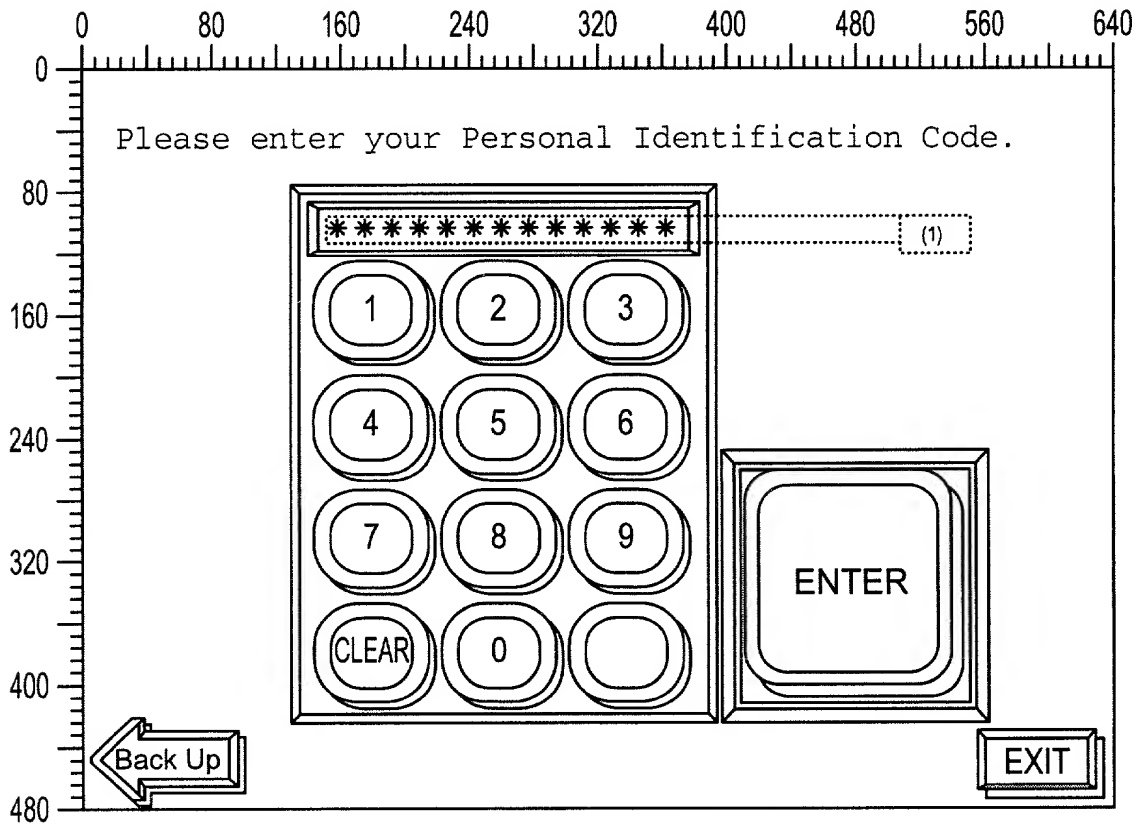


FIG. 136

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your stamps from below
and to the left. (1)

\$32.25 has been charged to your card. (2)

Print Receipt

May I help you with something else?

Yes No

EXIT

FIG. 137

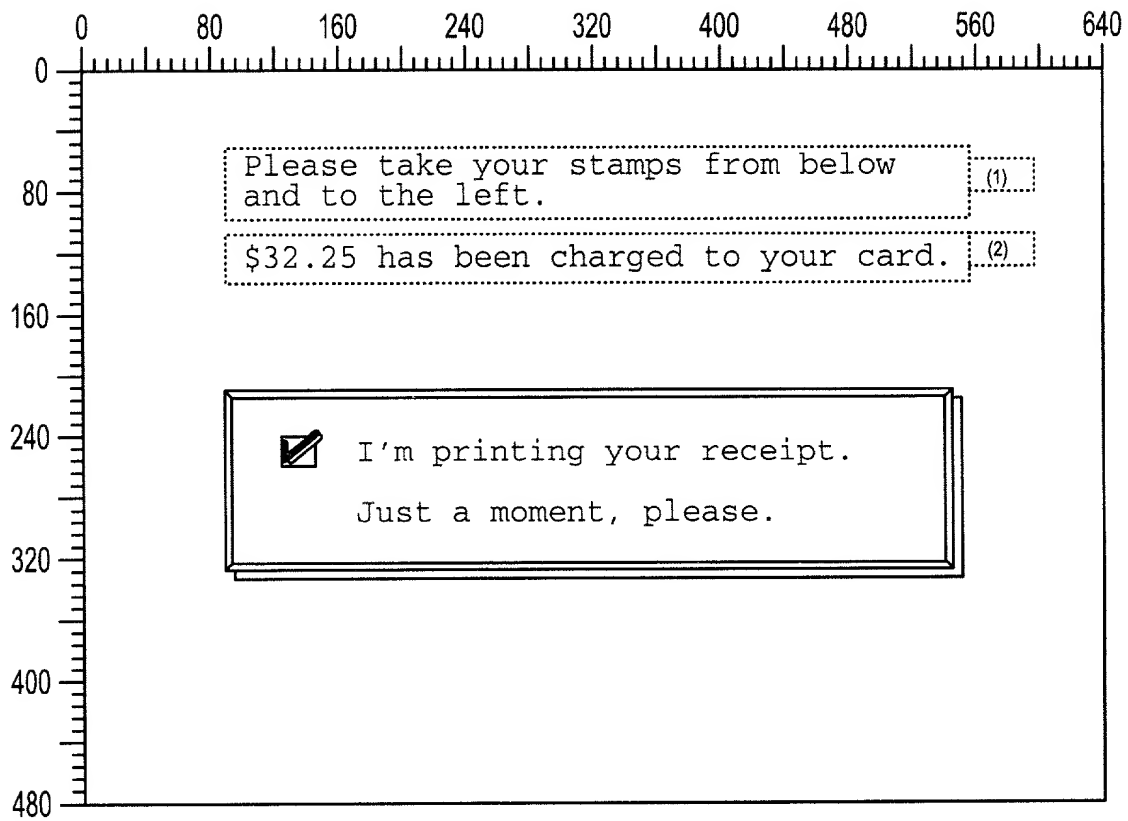


FIG. 138

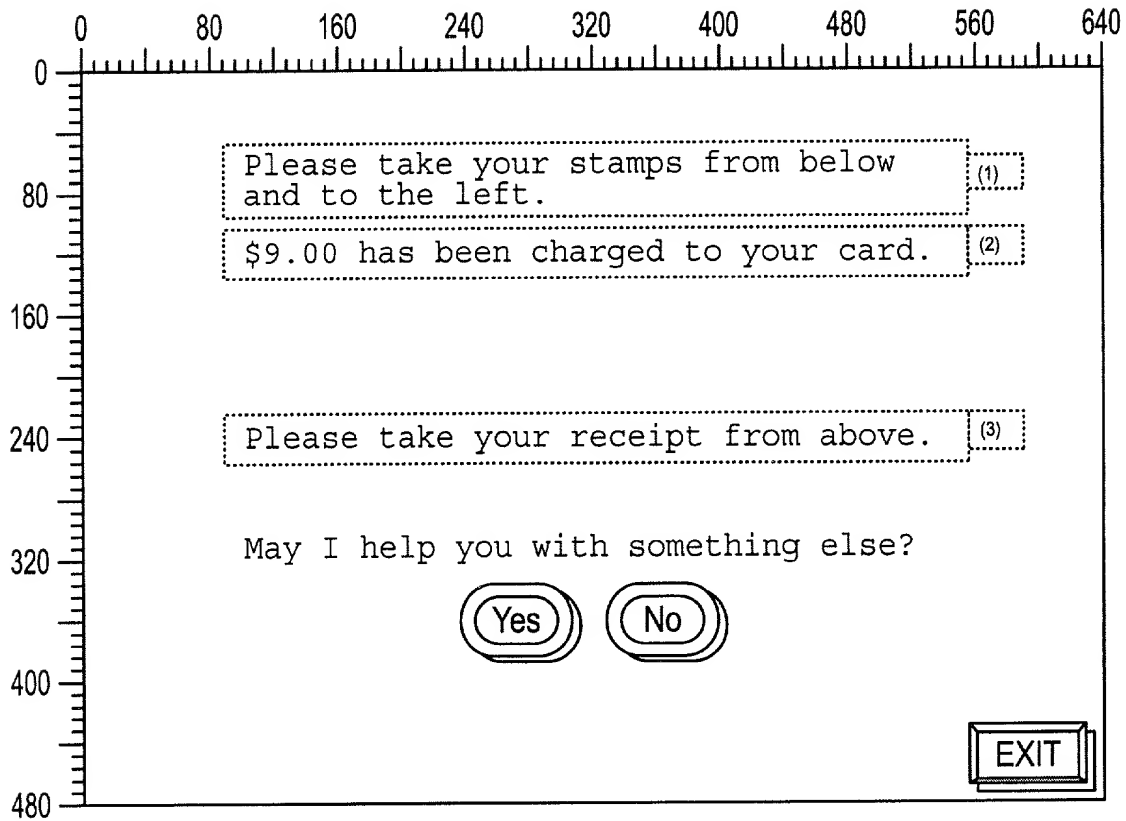


FIG. 139

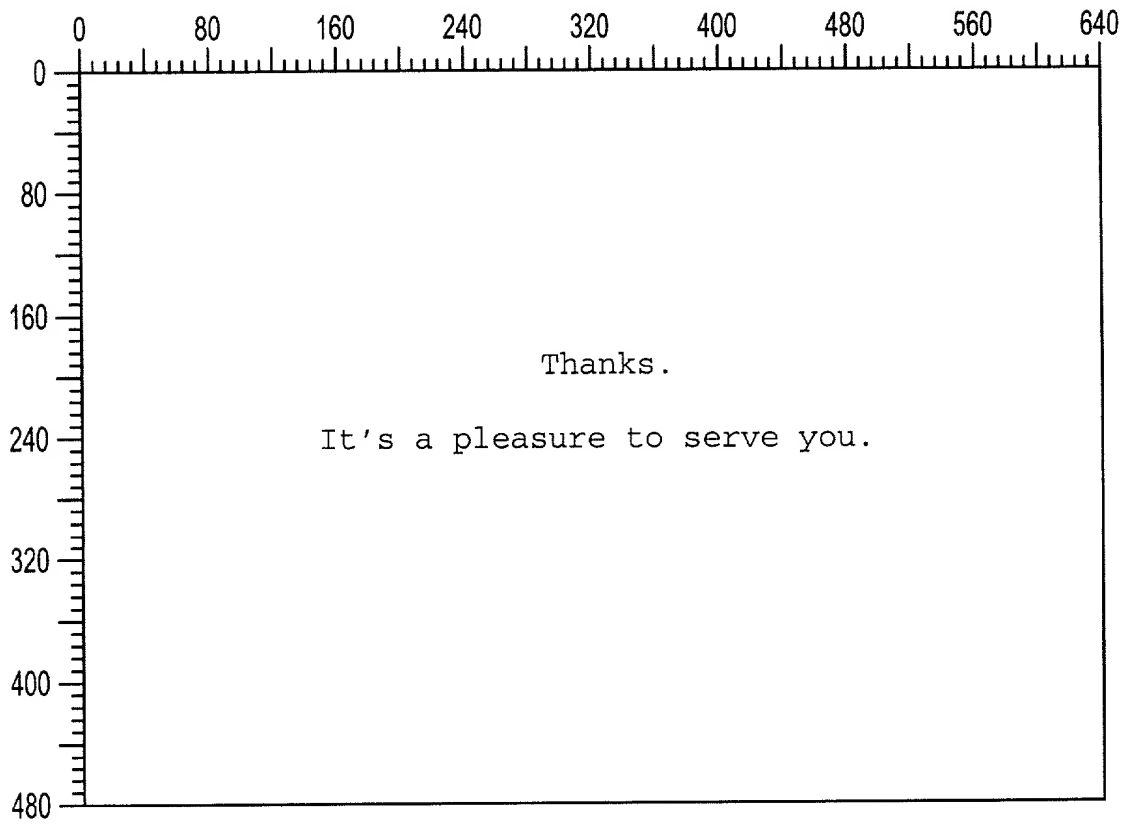


FIG. 140

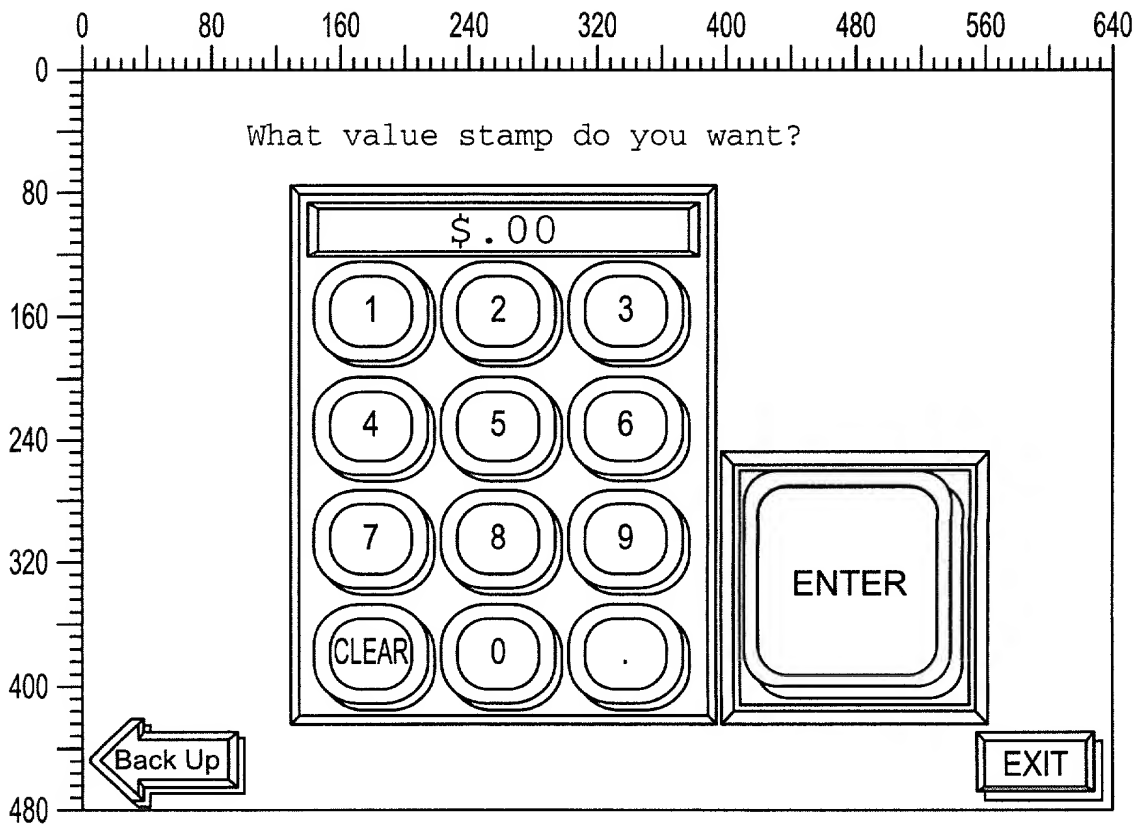


FIG. 141

0 80 160 240 320 400 480 560 640

0

What would you like to change?

80 (1) 32¢ First Class

160 Number of Stamps

240 Style of Stamp

320 No change, everything's okay

400 Cancel the order

480 EXIT

FIG. 142

0 80 160 240 320 400 480 560 640

0

What would you like to change?

80 (1) \$3.00 Priority Mail

160 Number of Stamps

240 No change, everything's okay

320 Cancel the order

400

480 EXIT

FIG. 143

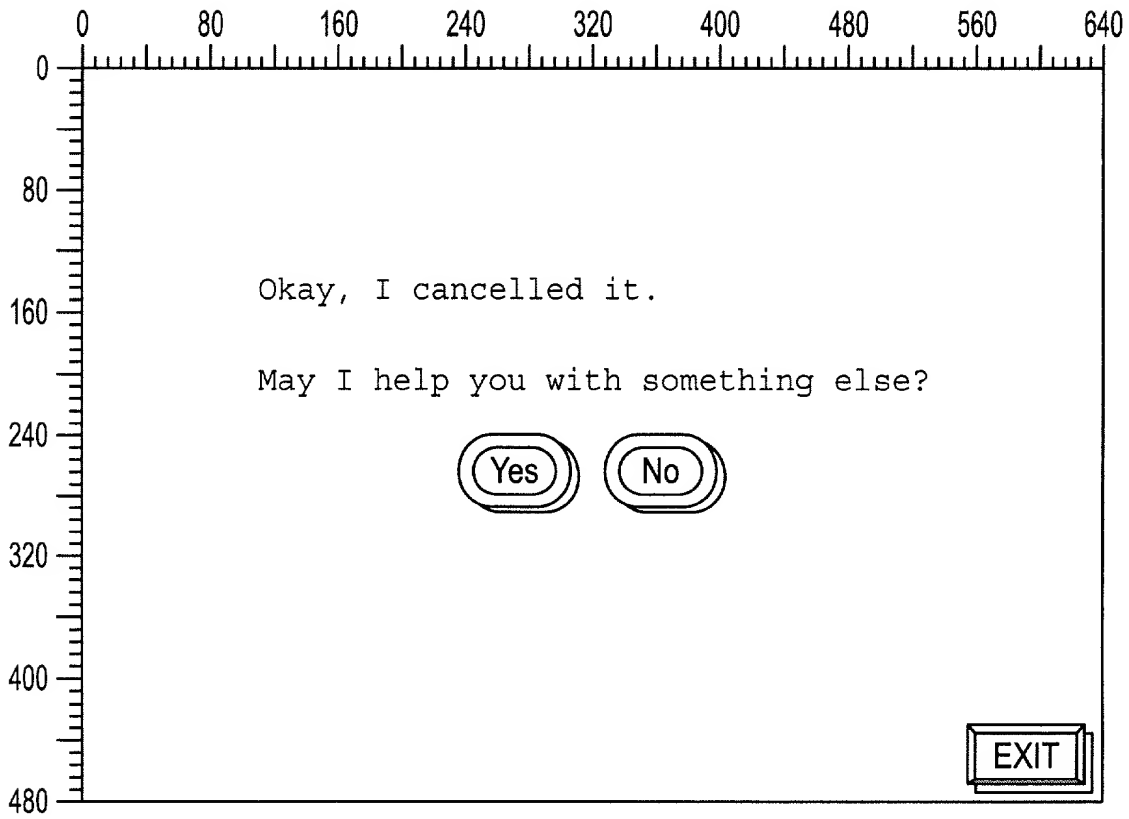


FIG. 144

Which country?

Canada

Mexico

All other countries

Back Up

EXIT

FIG. 145

0 80 160 240 320 400 480 560 640

0

Which International stamp? (1)

80 Airmail 1/2 ounce \$.60

160 Airmail 1 ounce \$ 1.00

240 Airmail 1 1/2 ounce \$ 1.40

320 A postcard stamp \$.50

400 A different stamp

480

Back Up

EXIT

FIG. 146

147/363

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

What are you mailing?

Letter

Large Envelope
(larger than 6 1/8" x 11 1/2")

Package

Back Up

EXIT

FIG. 147

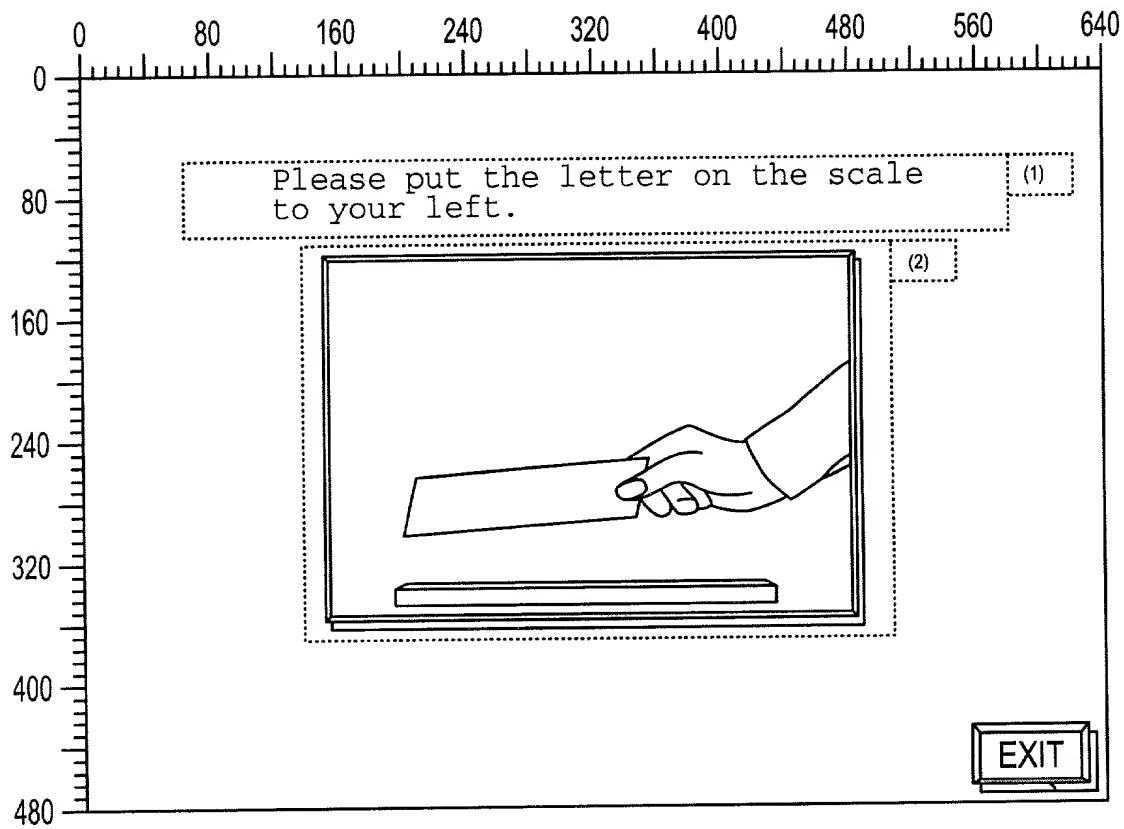


FIG. 148

0 80 160 240 320 400 480 560 640

0
Please enter the ZIP Code it's going to.
If mailing outside the U.S., touch **INTERNATIONAL**

80
12345-6789 (1)

160
1
2
3
4
5
6
7
8
9
Don't Know ZIP Code
CLEAR 0 -
ENTER

240
320
400
480
Back Up EXIT

FIG. 149

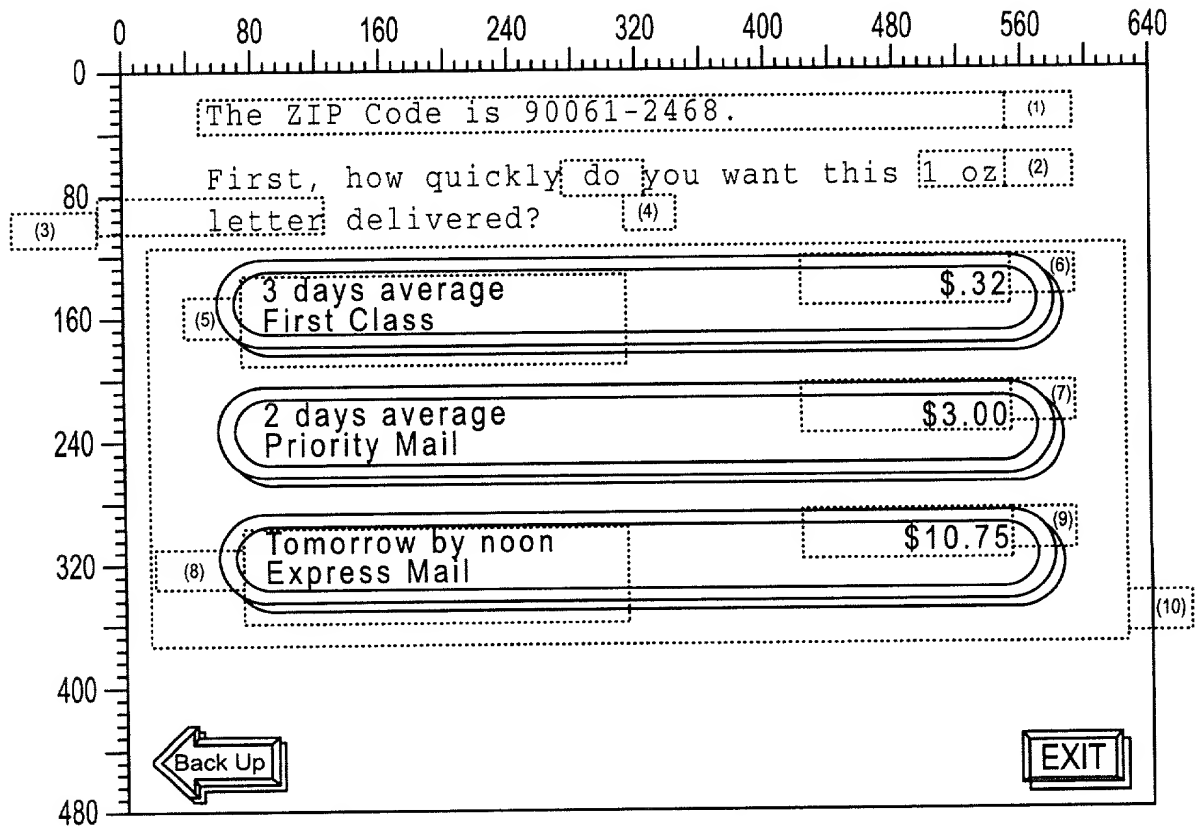


FIG. 150

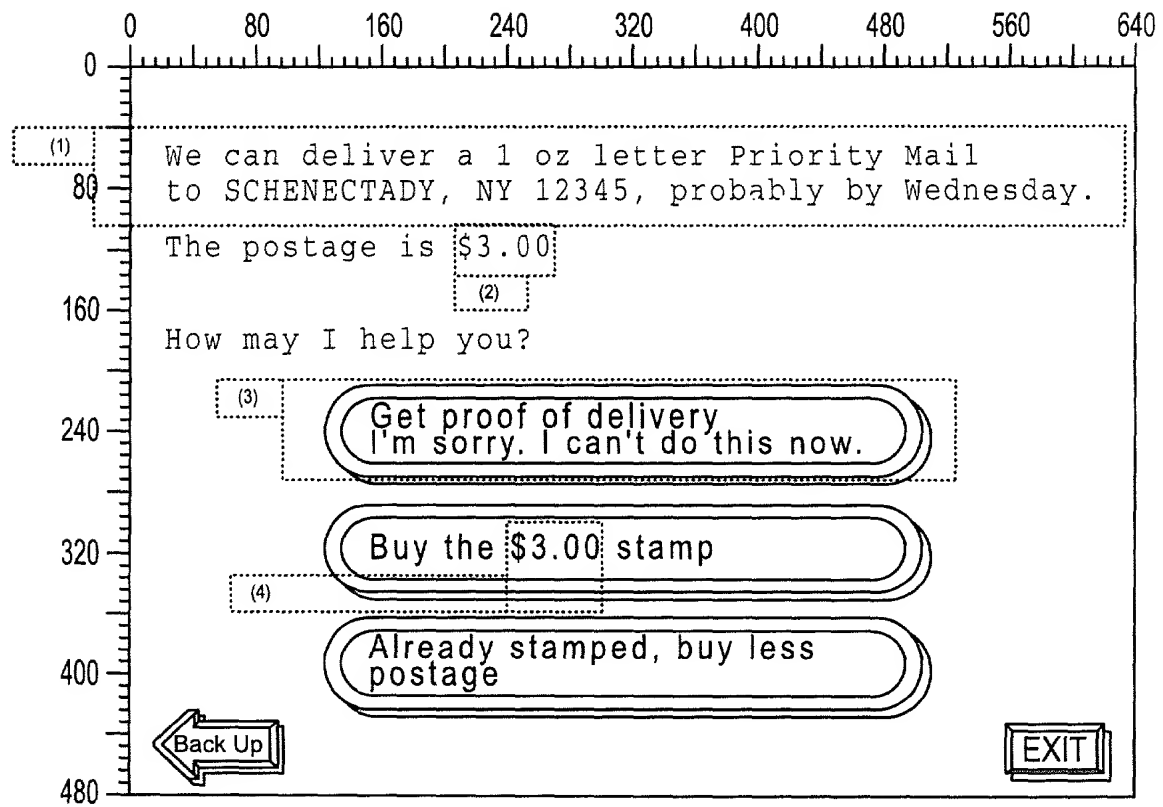


FIG. 151

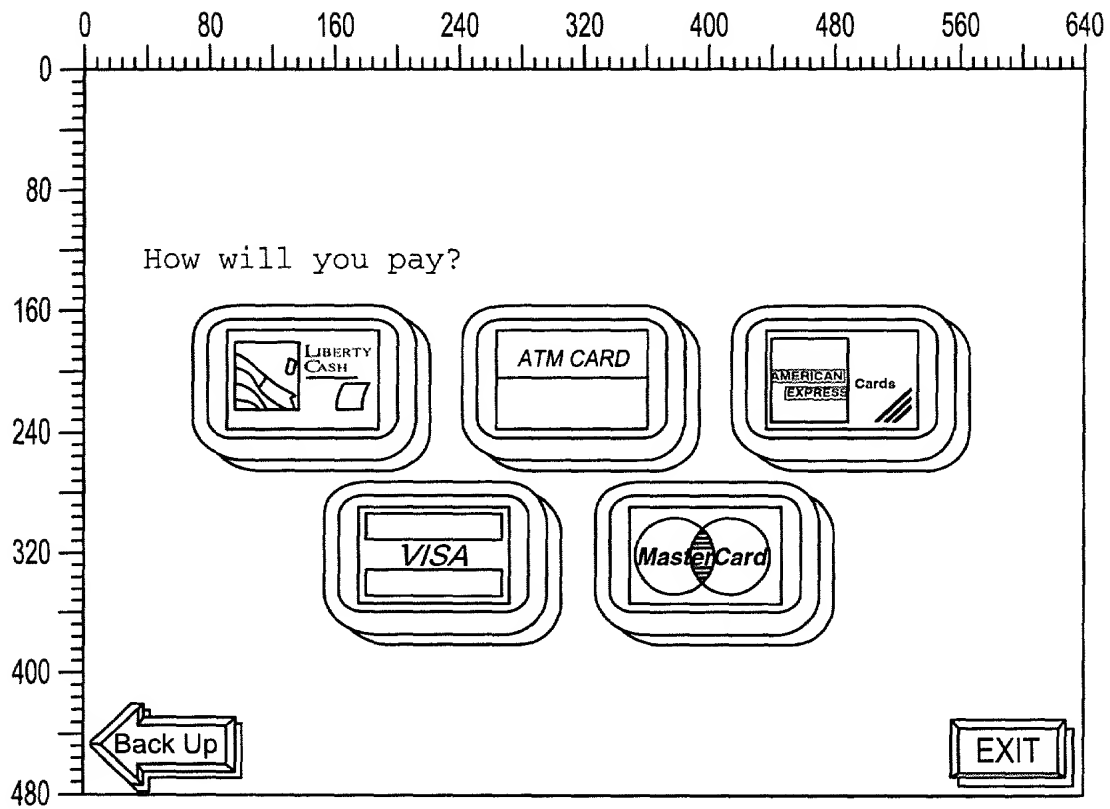


FIG. 152

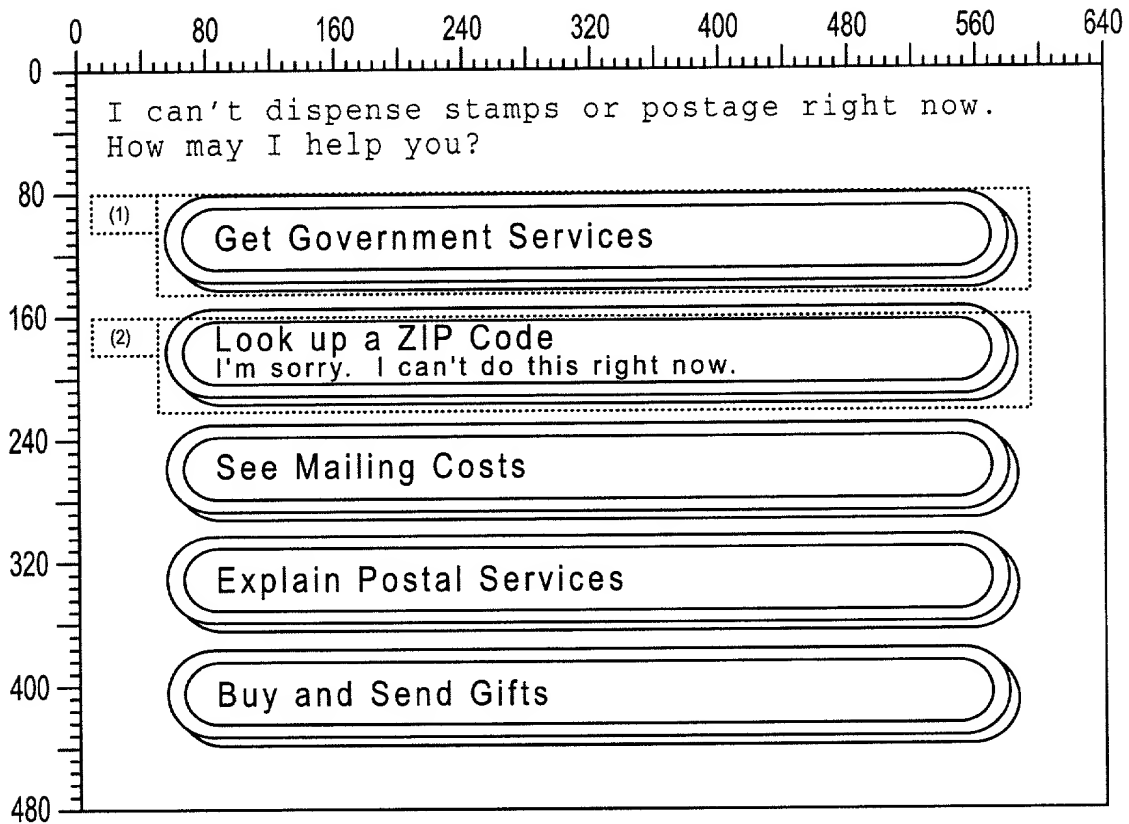


FIG. 153

0 80 160 240 320 400 480 560 640

0

80

(1) I'm sorry. Your bank did not give approval
for this charge. Please contact them
for further information.

160

Would you like to use another card?

240

Yes No

320

400

480

EXIT

FIG. 154

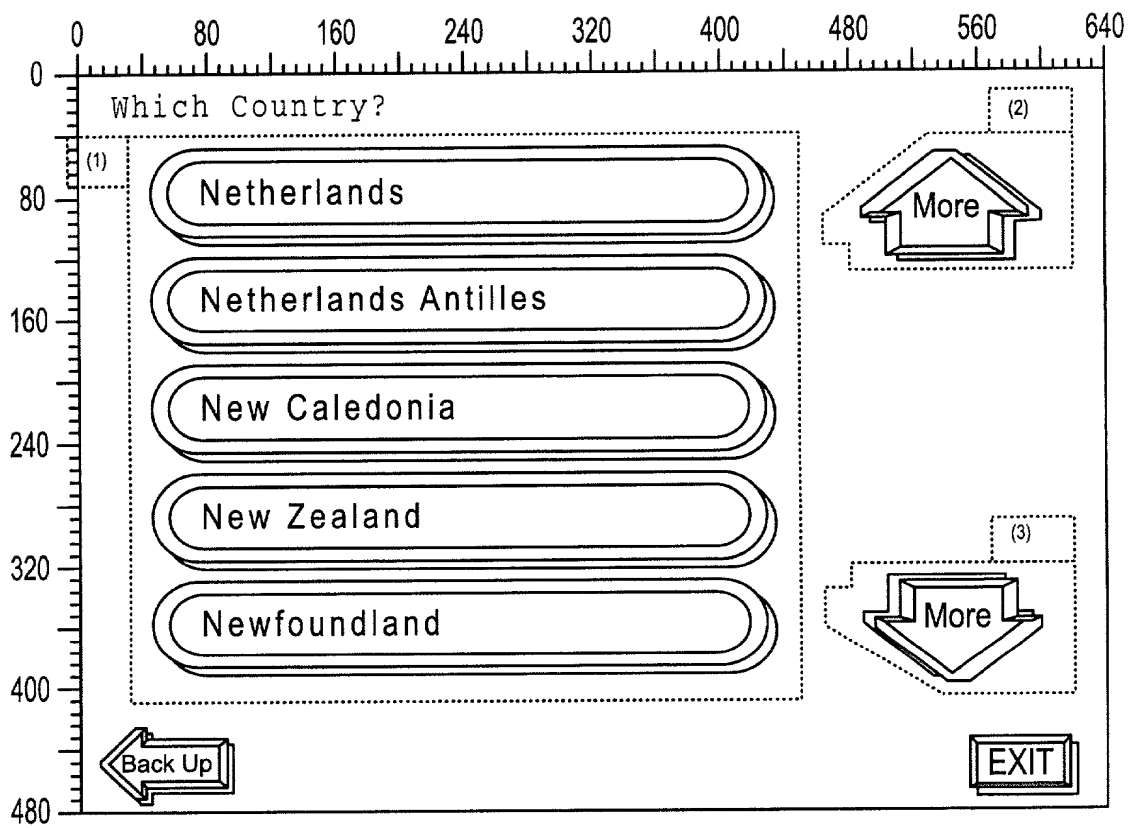


FIG. 155

0 80 160 240 320 400 480 560 640

0

80

To get the ZIP Code, put in the state's two-letter code. Or put in the first four letters of the state's name. Then Enter.

(3)

(4)

160

1 2 3 4 5 6 7 8 9 0 Clear

(2)

240

Q W E R T Y U I O P -

A S D F G H J K L Enter

320

(1)

Shift Z X C V B N M , .

Space # &

400

Back Up

EXIT

480

FIG. 156

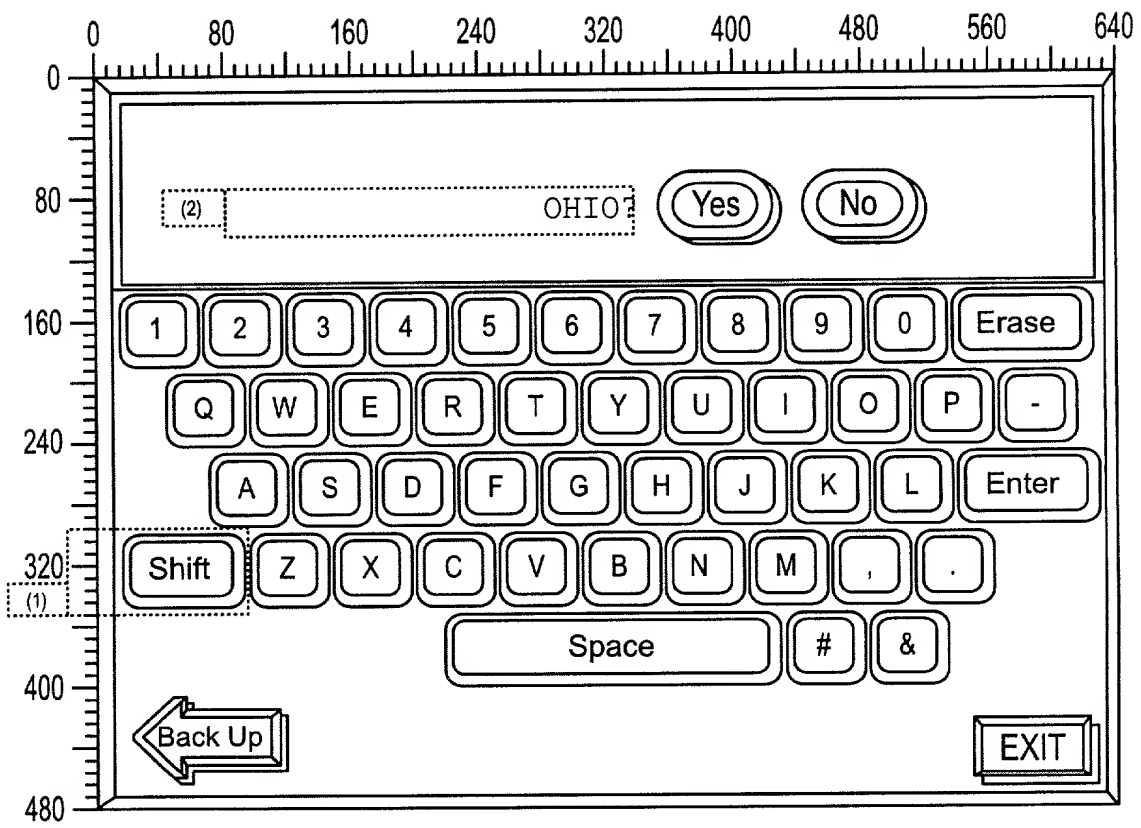


FIG. 157

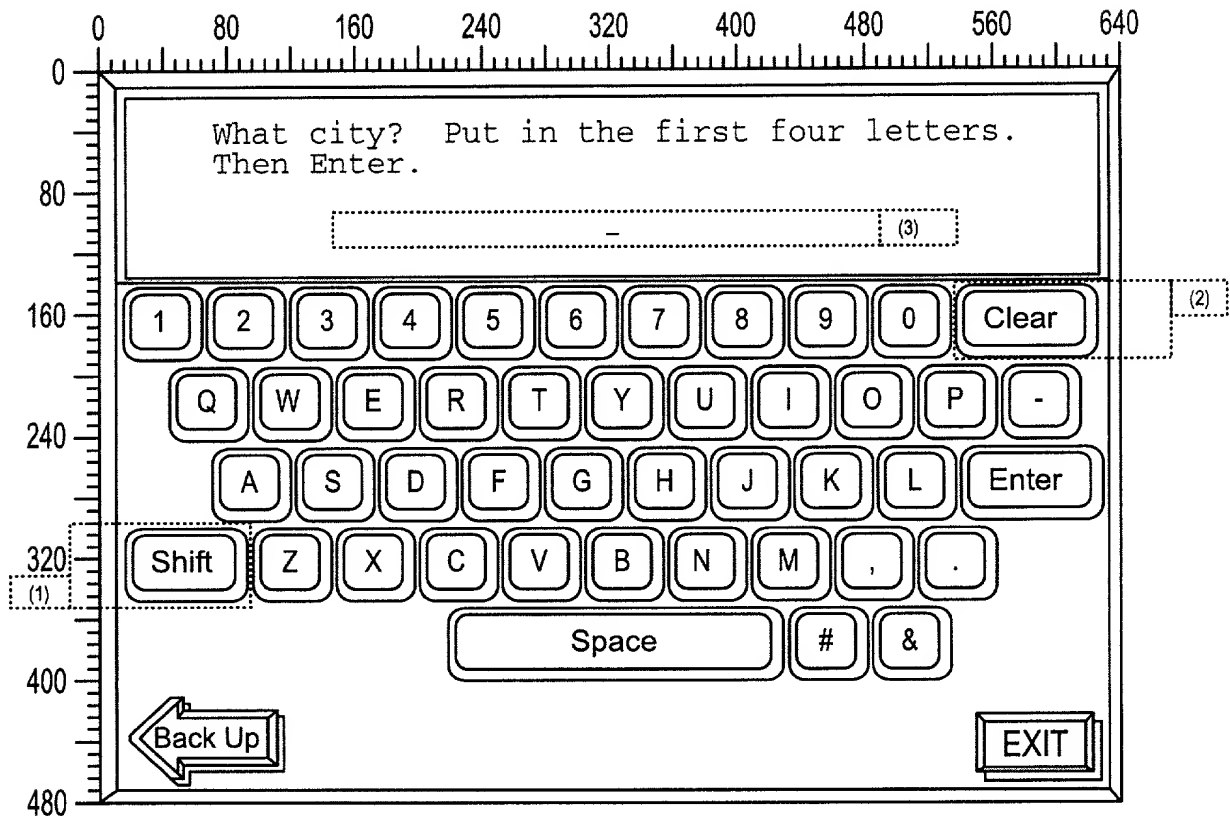


FIG. 158

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please fill in the rest of the address.
Then Enter.

(3)

(4)

SPRINGFIELD, OH

(5)

(2)

1 2 3 4 5 6 7 8 9 0 Clear

Q W E R T Y U I O P -

A S D F G H J K L Enter

(1) Shift Z X C V B N M , .

Space # &

Back Up

EXIT

FIG. 159

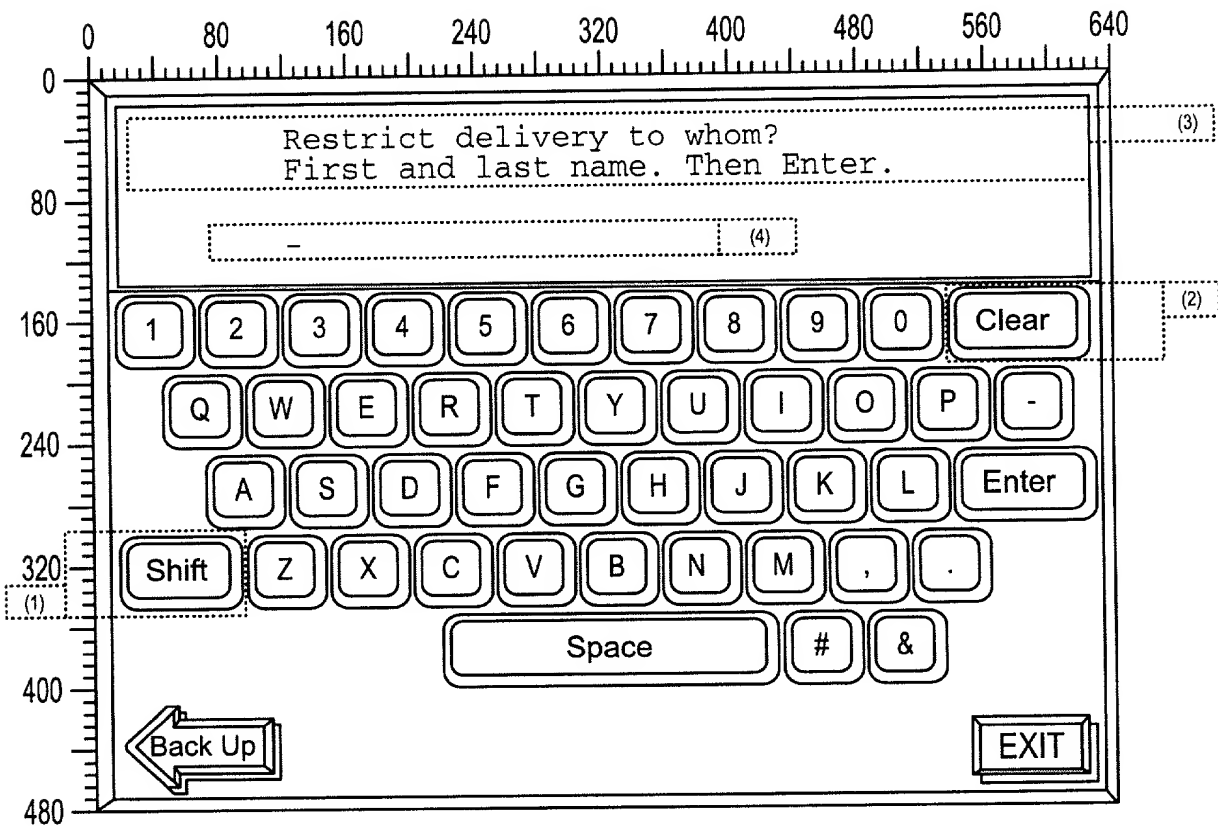


FIG. 160

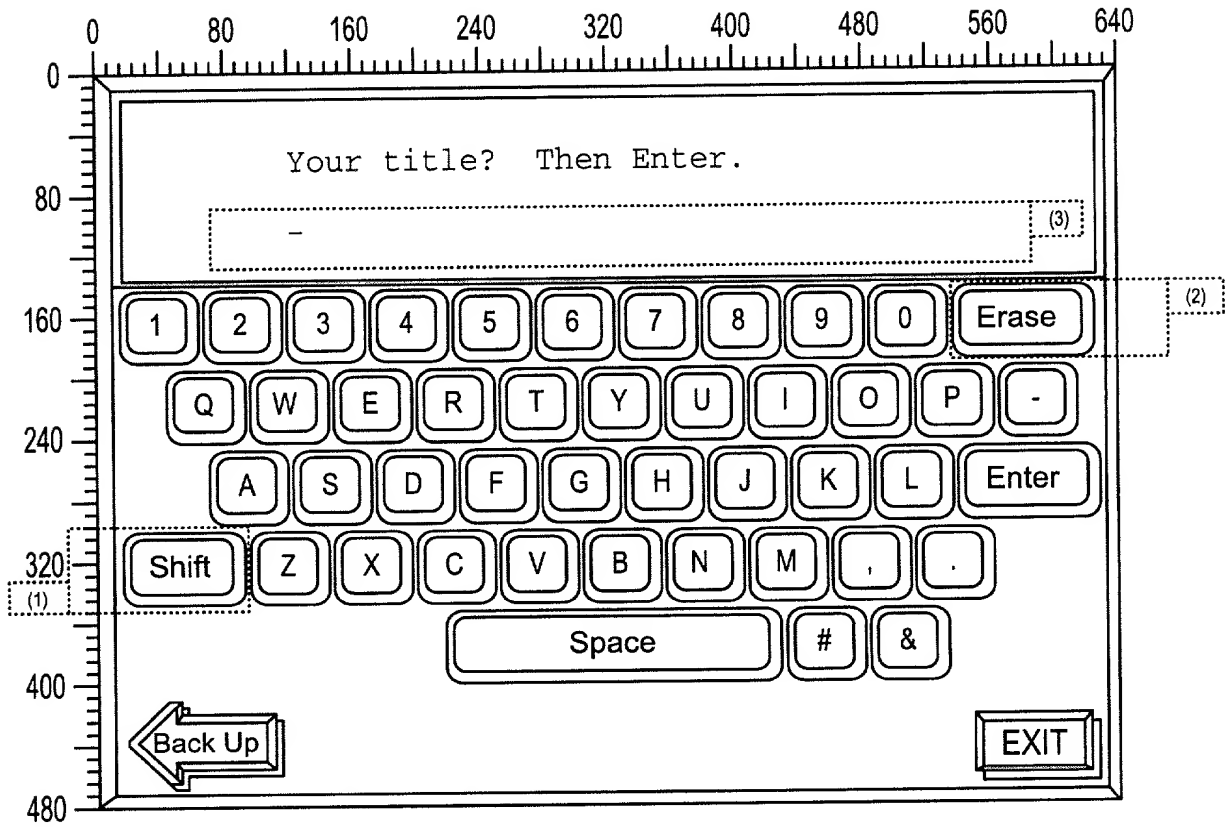


FIG. 161

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Full business name? Then Enter. (3)

- (4)

1 2 3 4 5 6 7 8 9 0 Clear (2)

Q W E R T Y U I O P -

A S D F G H J K L Enter

Shift (1) Z X C V B N M , .

Space # &

Back Up

EXIT

FIG. 162

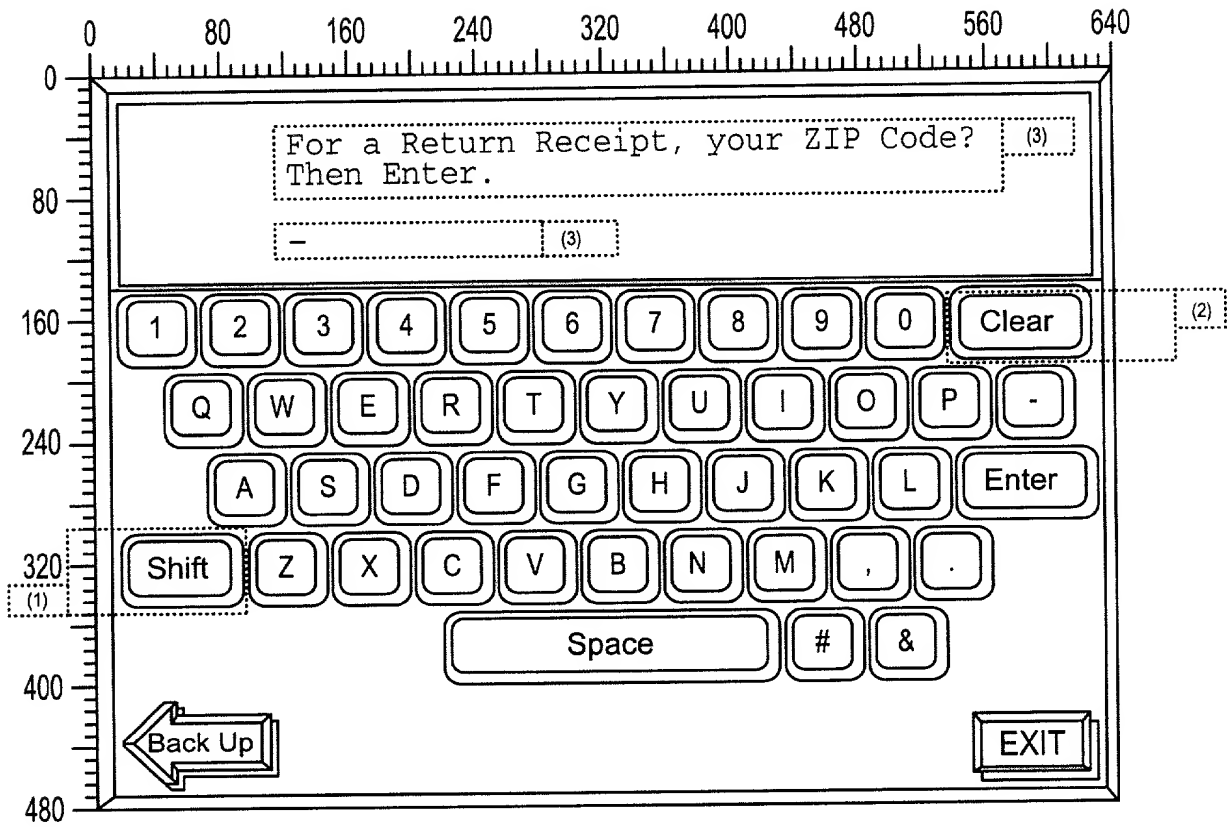


FIG. 163

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Is the address for the Return Receipt (1)
for a residence or a business?

Residence

Business

Back Up

EXIT

FIG. 164

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

If there is any question about whether
your package will fit, please check
the size to the left.

Will your package fit?

Yes

Not sure

Back Up

EXIT

FIG. 165

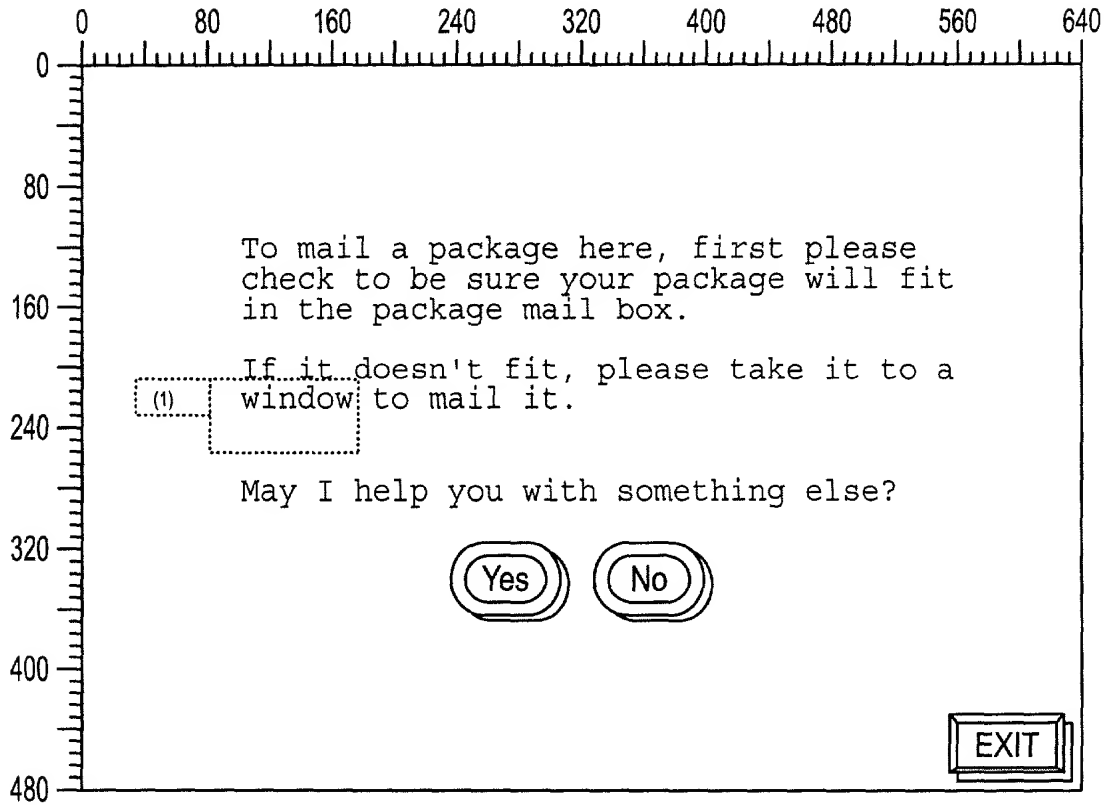


FIG. 166

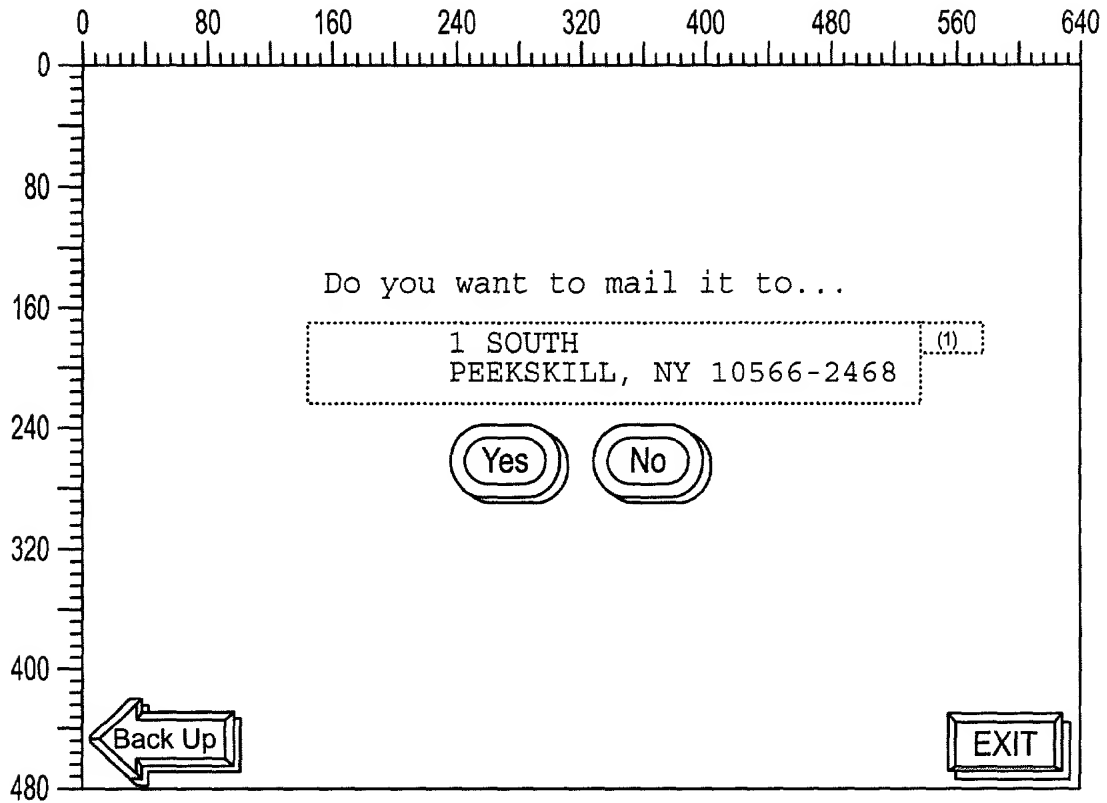


FIG. 167

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Are you mailing it in a Priority Mail Flat Rate envelope?

(Anything that fits costs only \$3.00)

(1)

(2)

FLAT RATE ENVELOPE

PRIORITY MAIL

UNITED STATES POSTAL SERVICE®

Yes No

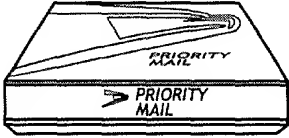
Back Up

EXIT

FIG. 168

0 80 160 240 320 400 480 560 640

0 To be sure of priority handling, your letter must be mailed in a Priority Mail envelope.

80  If it won't fit in a Flat Rate envelope, please put it in a Priority Mail regular envelope or box.

160

240 Which will you use?

320 ☐ Priority Mail regular envelope

400 ☐ Priority Mail box

480

FIG. 169

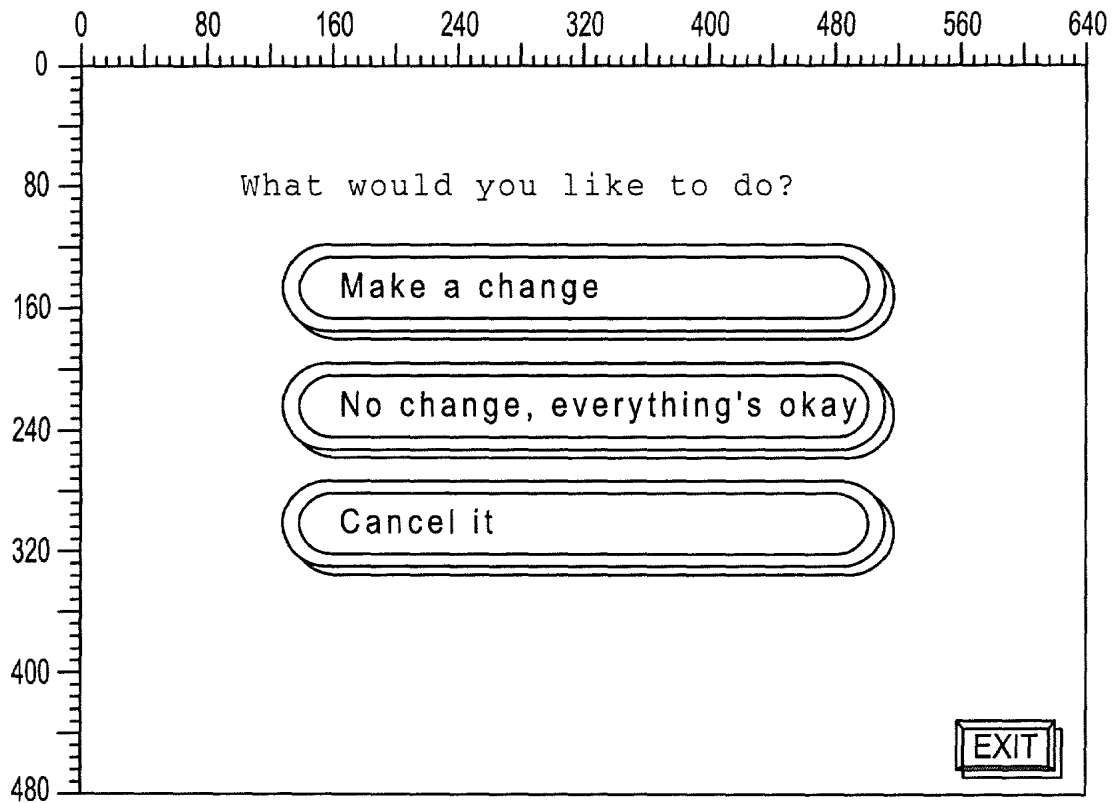


FIG. 170

0 80 160 240 320 400 480 560 640

0

Some things are less expensive to mail.
Does your package qualify for reduced rate?

(1)

80 No, send it regular Parcel Post

160 Yes, reduced rate for books or computer software

240 Yes, reduced rate for records, tapes or sheet music

320 Yes, reduced rate for medical material
(To doctors, hospitals, medical schools or students)

400 Yes, reduced rate for bound advertising, promotion, directory or editorial material

480

Back Up

EXIT

FIG. 171

Warning, reduced rate packages may be opened and inspected.

If upon inspection, a package is found to have insufficient postage, it may not be delivered.

What would you like to do?

Send it reduced rate

Send it regular Parcel Post

Back Up

EXIT

FIG. 172

0 80 160 240 320 400 480 560 640

0 Which Certified Mail option?
Prices include postage.

80 Proof of delivery kept at the Post Office \$1.67 (1)

160 Return Receipt sent to you \$2.77 (2)

240 Restricted delivery to a specific person \$4.42 (3)

320 Restricted delivery with a Return Receipt sent to you \$5.52 (4)

400 Just send it First Class \$.32 (5)

480 (6)

Back Up EXIT

FIG. 173

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

(1)

For an additional \$1.10 you can also
get a signed Return Receipt sent to you
with the date of delivery.

Would you like a Return Receipt?

Yes No

Back Up

EXIT

FIG. 174

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Do you want to hold the mail for a residence
or a business?

Residence

Business

Back Up

EXIT

FIG. 175

What would you like to do?

Just send it First Class (1)

Everything's okay, send it Certified Mail

EXIT

FIG. 176

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

W A R N I N G

Submitting false or inaccurate information
is against the law.

A confirmation of this Change of Address
request will be sent to both addresses. (1)

Should I go ahead and submit the Change
of Address request?

(2)

Yes No

Back Up

EXIT

FIG. 177

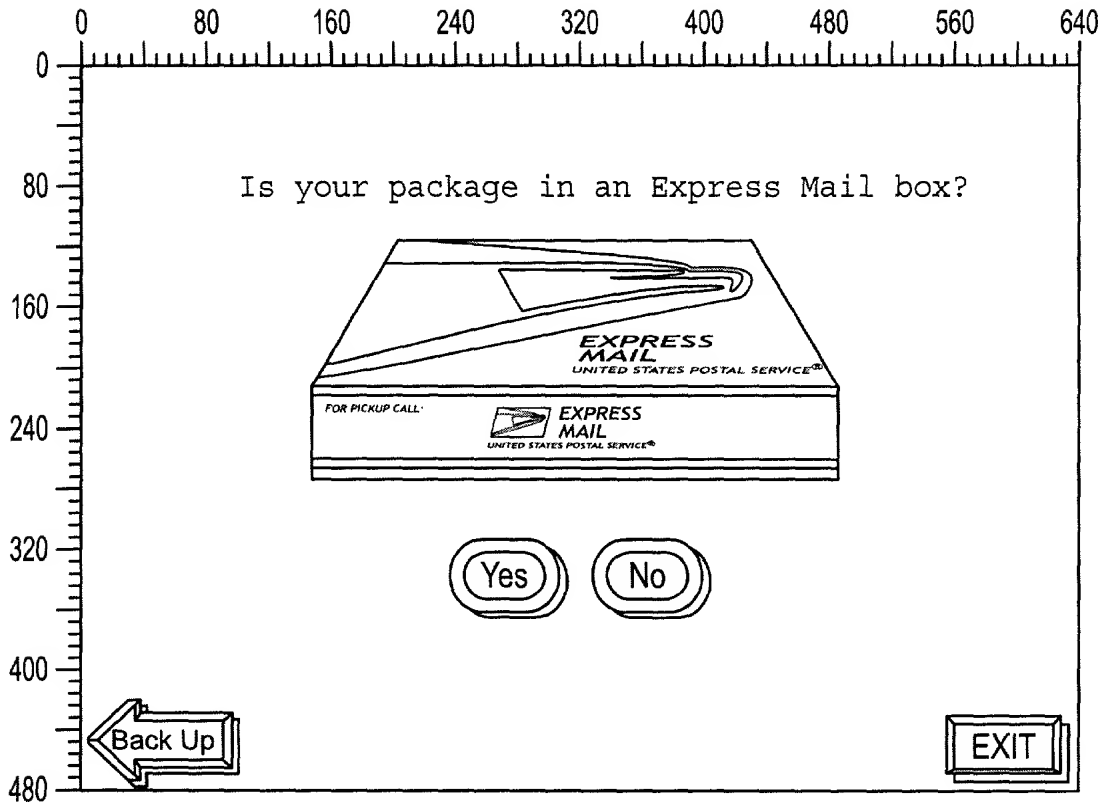


FIG. 178

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

We can deliver a 1 oz Express Mail
to SCHENECTADY, NY 12345, tomorrow by noon
if you mail it here before 6:10 PM today. (1)

The postage is \$10.75 (4)

Have you already filled out the Express Mail
label?

Yes No

Back Up

EXIT

FIG. 179

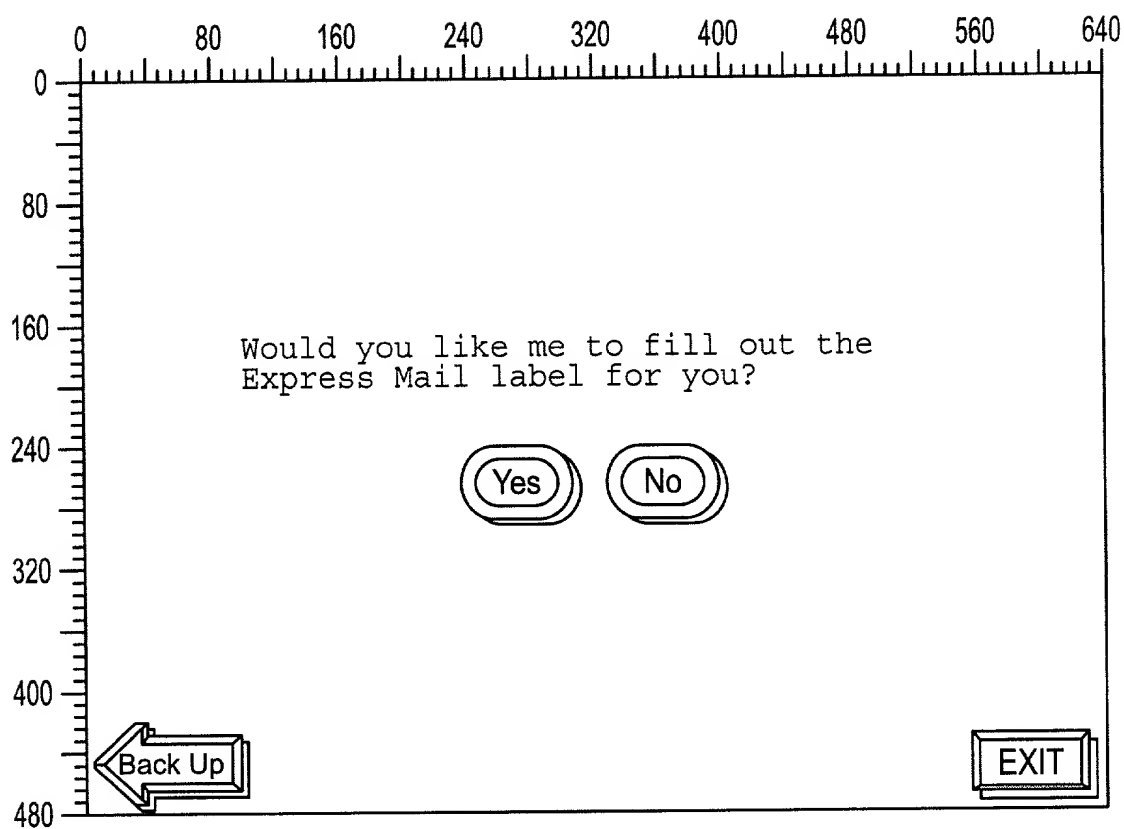


FIG. 180

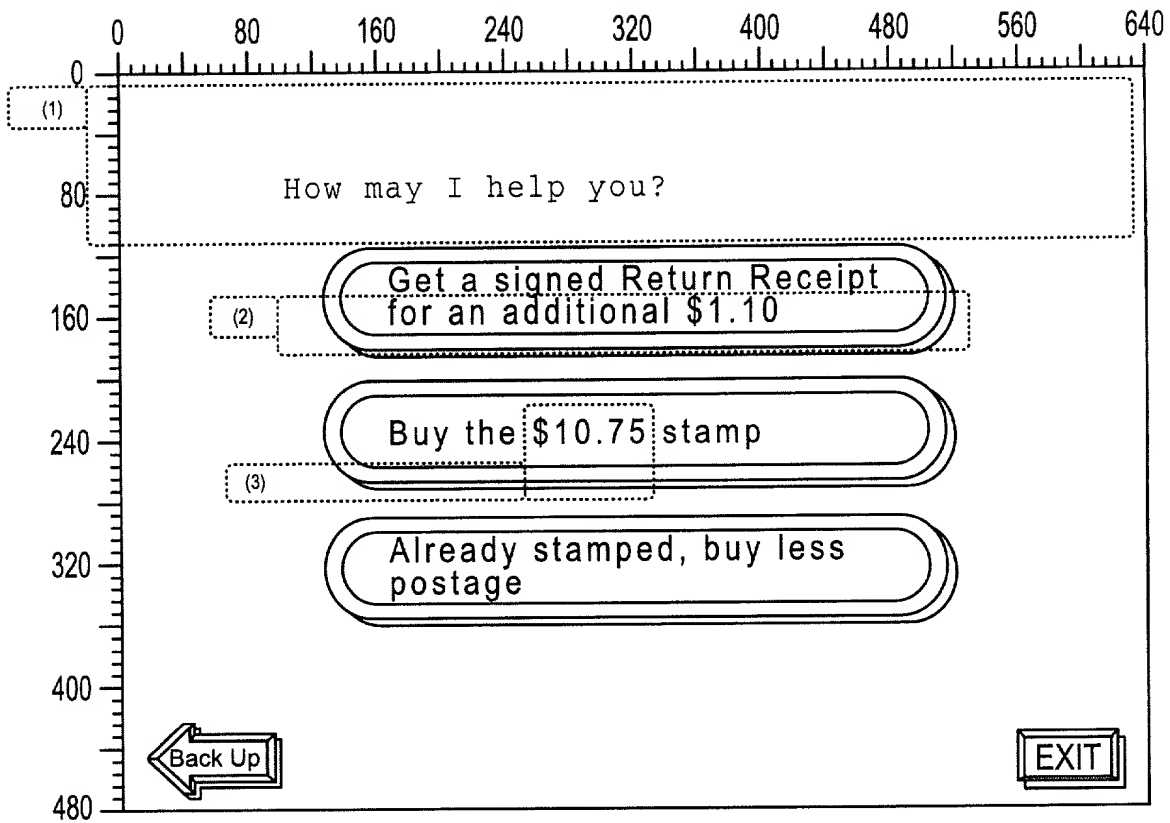


FIG. 181

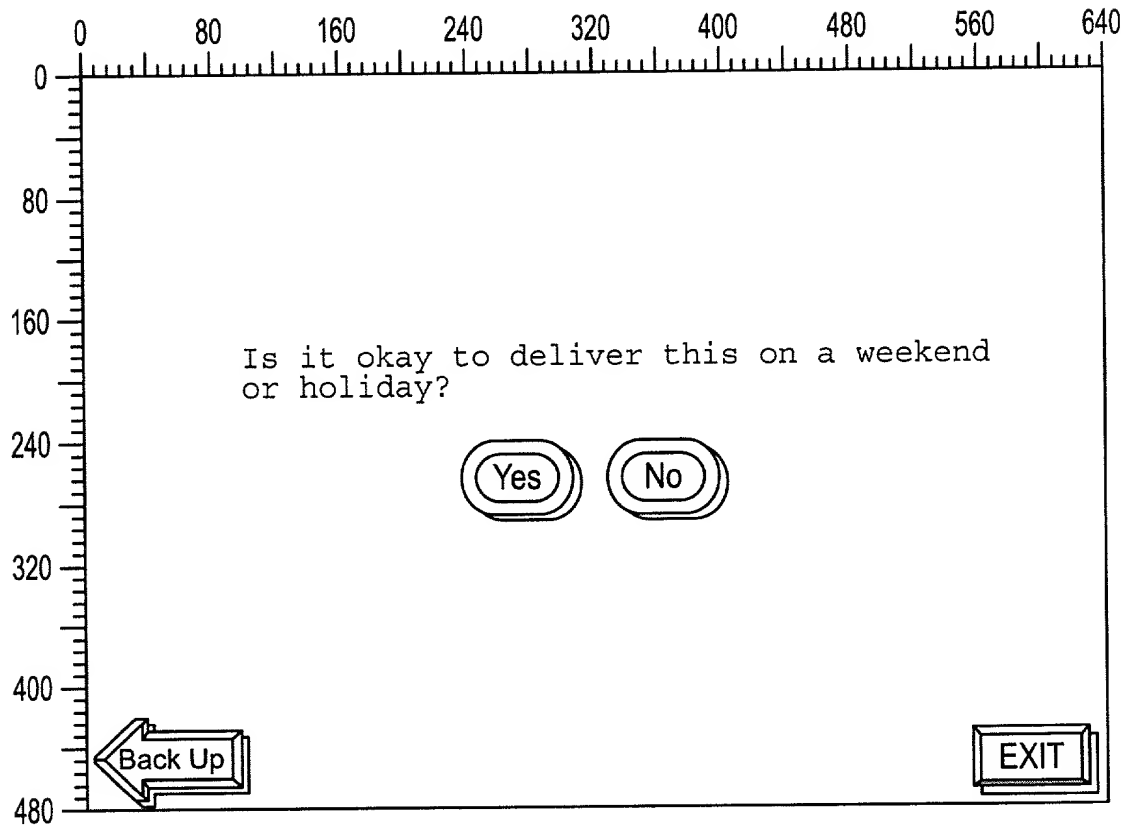


FIG. 182

0 80 160 240 320 400 480 560 640

0

80 Which one?

160 No weekend delivery

240 No holiday delivery

320 No weekend and no holiday delivery

400

480 Back Up EXIT

FIG. 183

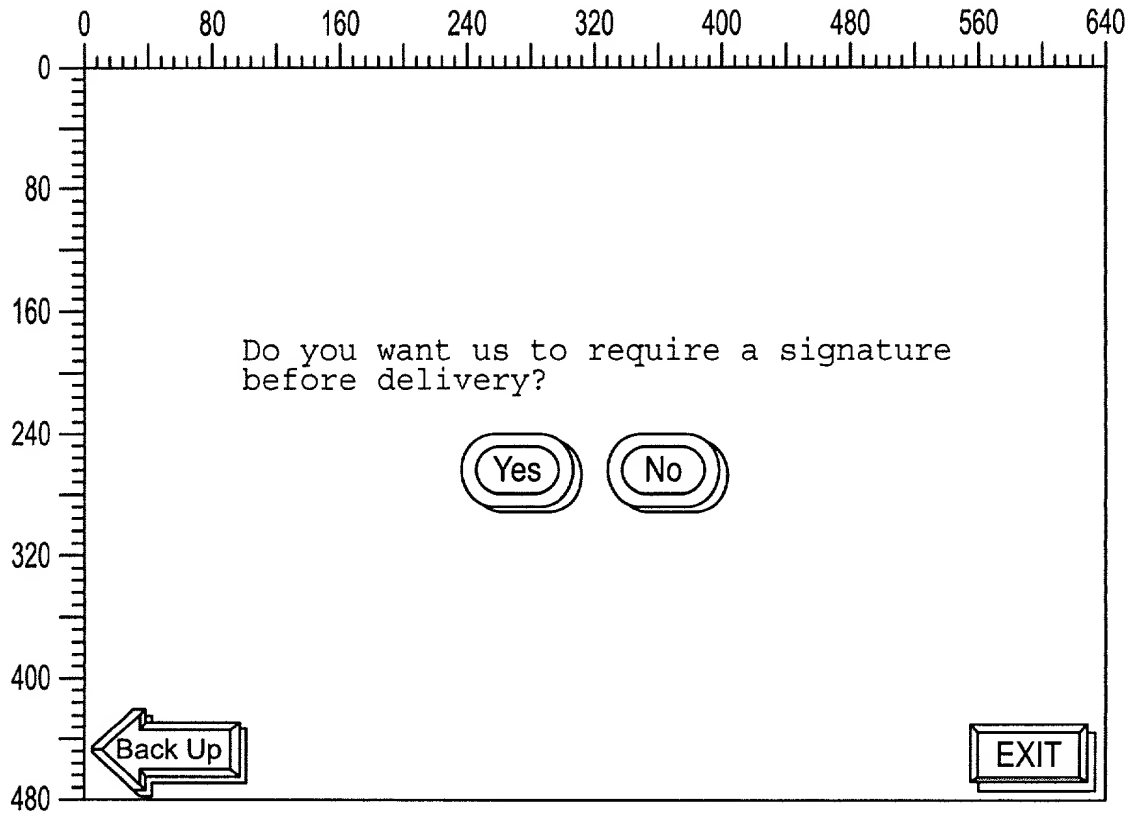


FIG. 184

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

It will be delivered to:

JOHN SMITH (1)

THE ABC COMPANY (2)

123 W MAIN ST (3)

SPRINGFIELD, OH 45502-1311 (4)

This is correct

Make a change

EXIT

FIG. 185

0 80 160 240 320 400 480 560 640

0

80

160

I'm sorry, I can't find ZIP Code 99999. (1)

Do you want to try again?

240

Yes No

320

400

480

EXIT

FIG. 186

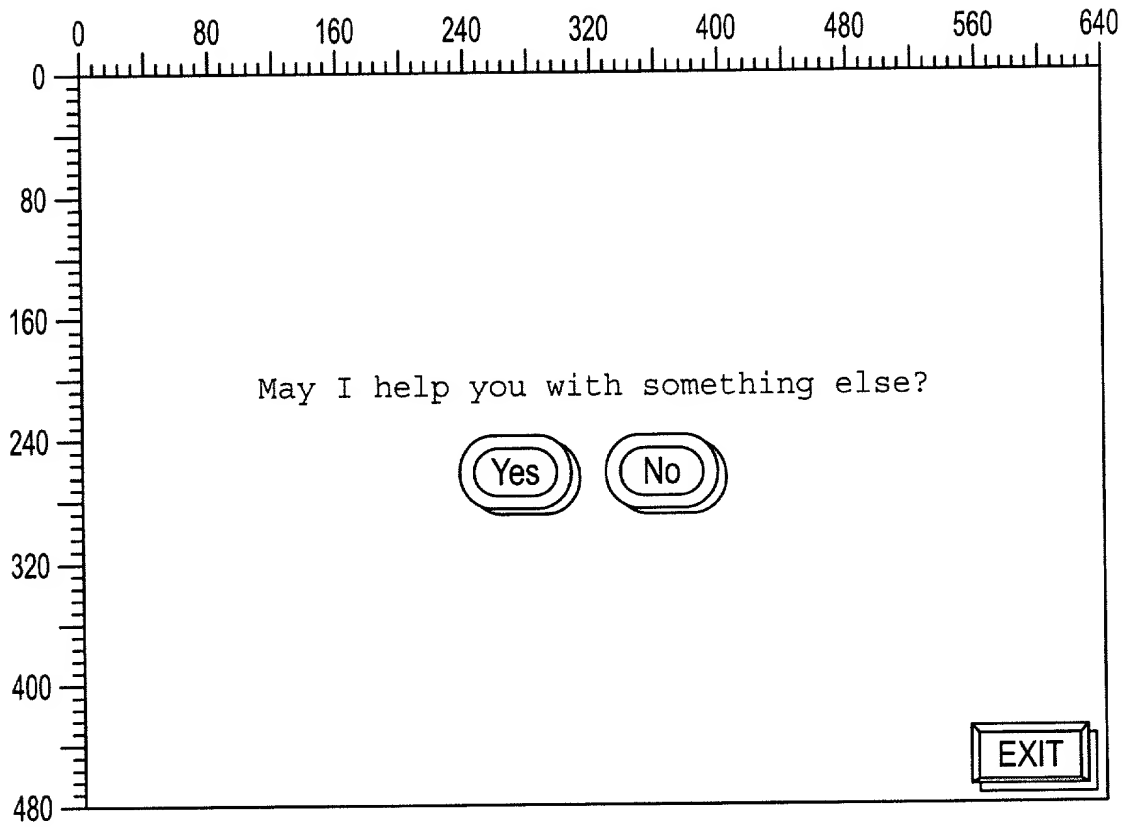


FIG. 187

The receipt will be returned to:

JOHN SMITH	(1)
THE ABC COMPANY	(2)
123 W MAIN	(3)
SPRINGFIELD, OH 45504-2468	(4)

This is correct

Make a change

EXIT

FIG. 188



FIG. 189

What would you like to change?

☐ My name

☐ My business

☐ My address

☐ No change, everything's okay

EXIT

FIG. 190

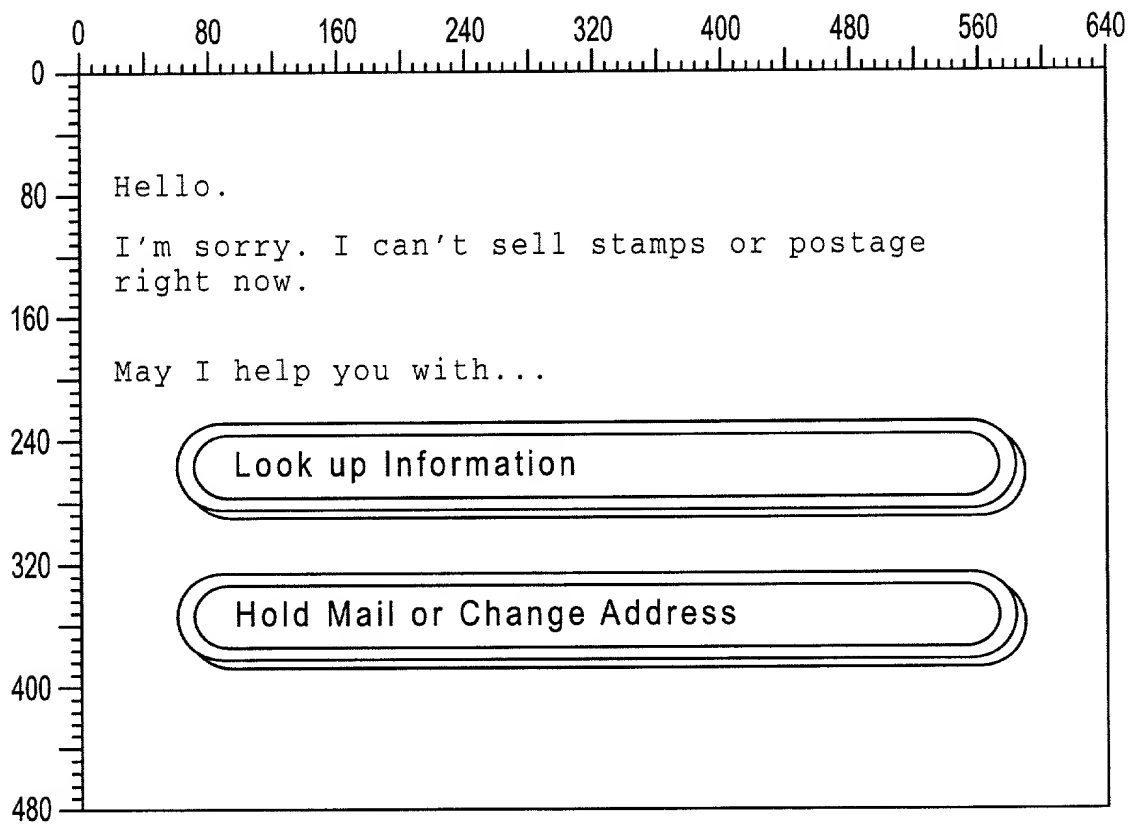


FIG. 191

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Certified Mail form from below. Your stamp is below and to the left.

(1)

To apply the Return Receipt card and Certified Mail sticker, follow the instructions on the form.

(2)

☒ I'm printing your receipt.
Just a moment, please.

FIG. 192

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Certified Mail form from below. Your stamp is below and to the left.

(1)

To apply the Return Receipt card and Certified Mail sticker, follow the instructions on the form.

(2)

Would you like a receipt?

Yes No

EXIT

FIG. 193

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Certified Mail form
from below. Your stamp is below and
to the left.

To apply the Return Receipt card and
Certified Mail sticker, follow the
instructions on the form. (2)

Please take your receipt from above. (1)

May I help you with something else?

Yes No

EXIT

FIG. 194

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail label from below. Your stamp is below and to the left. (1)

Paste the stamp on the back of the Express Mail envelope.

Follow the instructions on the Express Mail label. Then drop the envelope in an Express Mail box.

Would you like a receipt?

Yes No

EXIT

FIG. 195

Please take your Express Mail label
from below. Your stamp is below
and to the left.

Paste the stamp on the back of the
Express Mail envelope.

Follow the instructions on the Express
Mail label. Then drop the envelope
in an Express Mail box.

May I help you with something else?

FIG. 196

Please take your Express Mail form
from below. Your stamp is below
and to the left.

Paste the stamp on the back of the
Express Mail envelope.

Please take your receipt from above. (1)

May I help you with something else?

☐ Yes ☐ No

FIG. 197

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail form
and Return Receipt card from below.
Your stamp is below and to the left.

(1)

Then follow the instructions on the
form on how to apply the form,
Return Receipt card and stamp to the
Express Mail envelope.

Would you like a receipt?

Yes No

EXIT

FIG. 198

0 80 160 240 320 400 480 560 640

0
80
160
240
320
400
480

Please take your Express Mail form
and Return Receipt card from below.
Your stamp is below and to the left.

Then follow the instructions on the
form on how to apply the form,
Return Receipt card and stamp to the
Express Mail envelope.

Please take your receipt from above. (1)

May I help you with something else?

Yes No

EXIT

FIG. 199

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

(1)

Please take your Return Receipt card
from below. Your stamp is below and
to the left.

Would you like a receipt?

Yes No

EXIT

FIG. 200

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Return Receipt card
from below. Your stamp is below and
to the left.

Please take your receipt from above. (1)

May I show you how to apply the Return
Receipt card and stamp?

Yes No

EXIT

FIG. 201

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail stamp
from below and to the left. (1)

Paste the label and stamp on the back
of the Express Mail envelope. Then
drop it in the Express Mail box.

Would you like a receipt?

Yes No

EXIT

FIG. 202

Please take your Express Mail stamp
from below and to the left.

Paste the label and stamp on the back
of the Express Mail envelope. Then
drop it in the Express Mail box.

Please take your receipt from above. (1)

May I help you with something else?

Yes No

EXIT

FIG. 203

Please take your Express Mail form
and Return Receipt card from below.
Your stamp is below and to the left.

Then follow the instructions on the
form on how to apply the form,
Return Receipt card and stamp to the
Express Mail envelope.

May I help you with something else?

FIG. 204

Please take your Express Mail label
from below. Your stamp is below
and to the left.

Paste the stamp on the back of the
Express Mail envelope.

Follow the instructions on the Express
Mail label. Then drop the envelope
in an Express Mail box.

May I help you with something else?

FIG. 205

Please take your Return Receipt card
from below. Your stamp is below and
to the left.

May I show you how to apply the Return
Receipt card and stamp?

Yes No

EXIT

FIG. 206

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Priority stamp from below
and to the left. (1)

Would you like a receipt?

Yes No

EXIT

FIG. 207

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Priority stamp from below
and to the left.

Priority stickers are available in the lobby.
Put one on each side of your package.

Please take your receipt from above. (1)

May I help you with something else?

Yes No

EXIT

FIG. 208

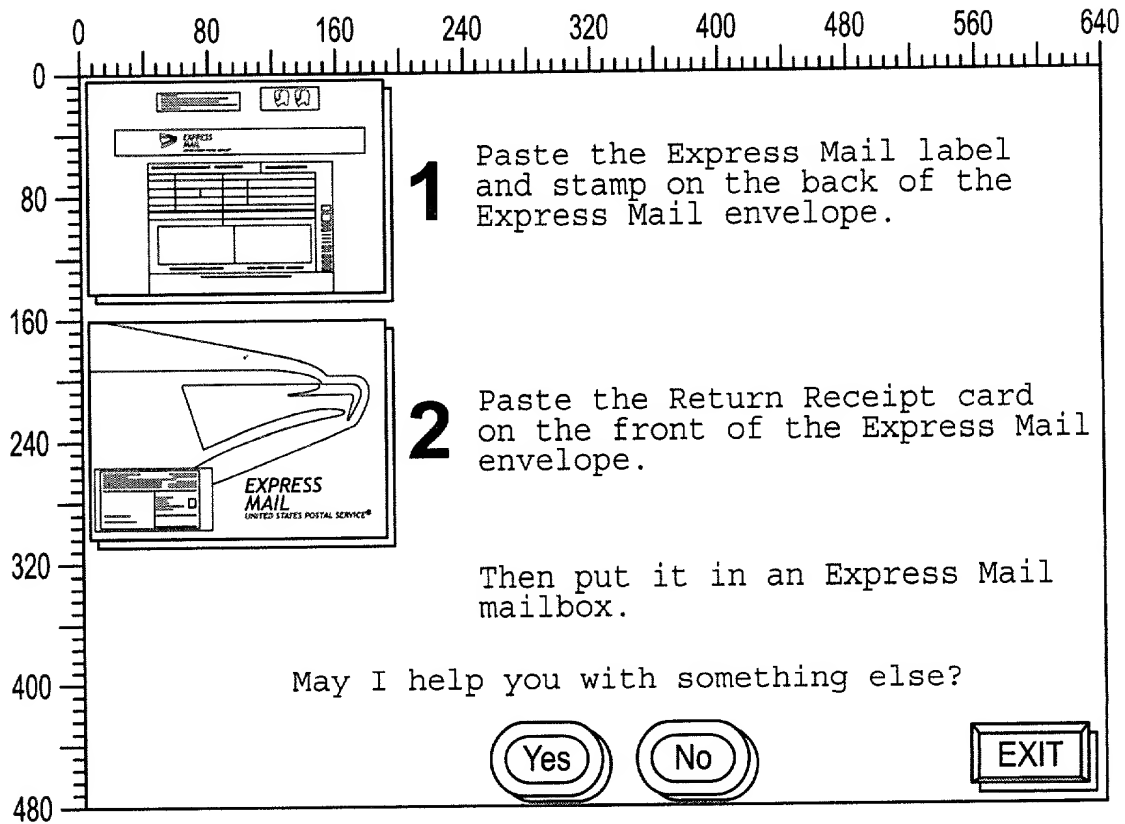


FIG. 209

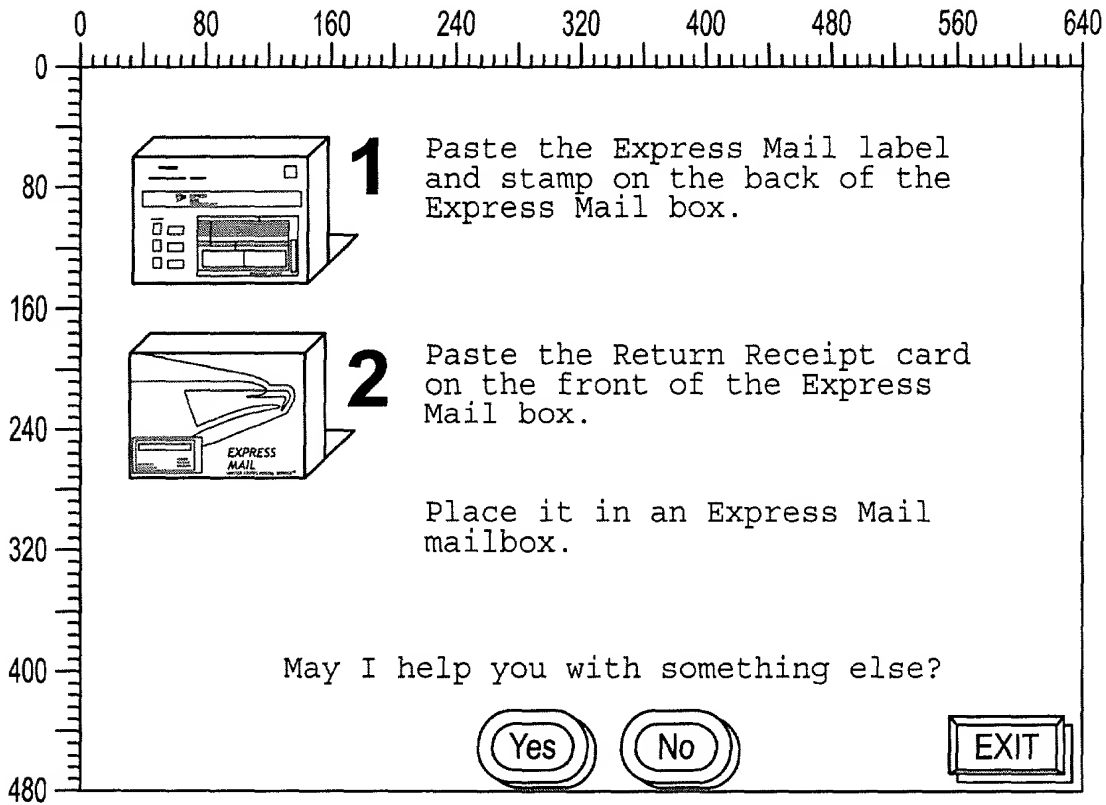


FIG. 210

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

1 Paste the Express Mail label and stamp on the front of the package.

2 Paste the Return Receipt card on the front of the package.

Place it in an Express Mail mailbox.

May I help you with something else?

Yes No

EXIT

FIG. 211

Are you authorized to hold the mail
on behalf of the business?

Yes No

Back Up EXIT

FIG. 212

The image shows a rectangular window with a ruler border. The top ruler is horizontal, with major tick marks every 80 units from 0 to 640. The left ruler is vertical, with major tick marks every 80 units from 0 to 480. The window contains the following text and elements:

Please take your Express Mail stamp
from below and to the left.

Paste the label and stamp on the back
of the Express Mail envelope. Then
drop it in the Express Mail box.

May I help you with something else?

Below the text are two oval buttons labeled "Yes" and "No".

In the bottom right corner of the window is a rectangular button labeled "EXIT".

FIG. 213

0 80 160 240 320 400 480 560 640

0

Which may I help you with?

80

160 (1) Look up a ZIP Code
I'm sorry. I can't do this right now.

240

320

400

480

Back Up

EXIT

FIG. 214

For ⁽¹⁾
the ZIP Code is ⁽²⁾

Do you want the ZIP+4 to be sure
it gets there most quickly?

FIG. 215

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

The ZIP Code is 10566-2468. (1)

May I help you with something else?

Yes No

EXIT

FIG. 216

0 80 160 240 320 400 480 560 640

Which may I tell you about?

80 **Speed and Cost of Mailing**
First Class, Parcel Post, Priority Mail,
Express Mail

160 **Proof of Delivery**
Certified Mail, Return Receipt,
Return Receipt for Merchandise

240 **Security**
Registered Mail, Insurance, Restricted Delivery

320 **Money Services**
Money Orders, Collect on Delivery (C.O.D.)

400

480 **Back Up** **EXIT**

FIG. 217

0 80 160 240 320 400 480 560 640

0

Which may I tell you about?

80

160

240

320

400

480

Back Up

EXIT

FIG. 218

0 80 160 240 320 400 480 560 640

0 First Class mail is for quick and inexpensive delivery of single pieces weighing 11 ounces or less. First Class mail weighing 12 ounces or more is sent Priority Mail. (1)

80 A one-ounce letter mailed in the U.S. costs 32 cents. Each additional ounce up to 11 ounces costs 23 cents. (1) (2)

160 Average delivery time in the U.S. is three days. International delivery times vary by country. (1)

240 Would you like to send something First Class? (3)

320 Yes No

400 Back Up EXIT

480

FIG. 219

0 80 160 240 320 400 480 560 640

0 Parcel Post is the best value for mailing packages when speed is not critical.

80 Delivery in the U.S. takes an average of five to nine days, depending on ZIP Codes. You can mail up to 70 pounds. (1)

160 Your mail may qualify for a reduced "Special Standard" rate if it contains books, records, tapes, computer software, educational or medical material. It may also qualify if mailed by a library, school, university, museum or non-profit organization.

240

320 Would you like to send something Parcel Post? (2)

400 Yes No

480 Back Up EXIT

FIG. 220

0 80 160 240 320 400 480 560 640

0
80
160
240
320
400
480

Priority Mail usually gets quicker delivery.
Anything that fits in a Priority Mail Flat Rate
Envelope--or weighs up to two pounds in regular
packaging--costs only \$3.00. Delivery takes an
average of two days. (1)

Priority Mail goes to all 50 states, as well as
Puerto Rico, the U.S. Virgin Islands and Guam.
You can mail up to 70 pounds. (2)

You can also send Global Priority Mail around the
world. Average delivery takes four to five days.
It starts at just \$3.75. (1)

Would you like to send something Priority Mail? (3)

Yes No

Back Up EXIT

FIG. 221

Express Mail is our fastest service. To most areas, delivery is guaranteed overnight, every day of the year. Up to eight ounces is only \$10.75. (1)

(2) \$500 insurance is included at no charge.

For overseas delivery, use EMS - Express Mail International to more than 200 countries. Delivery time and cost vary by country. Customs forms are required for international packages.

Would you like to send something Express Mail? (3)

Yes No

Back Up EXIT

FIG. 222

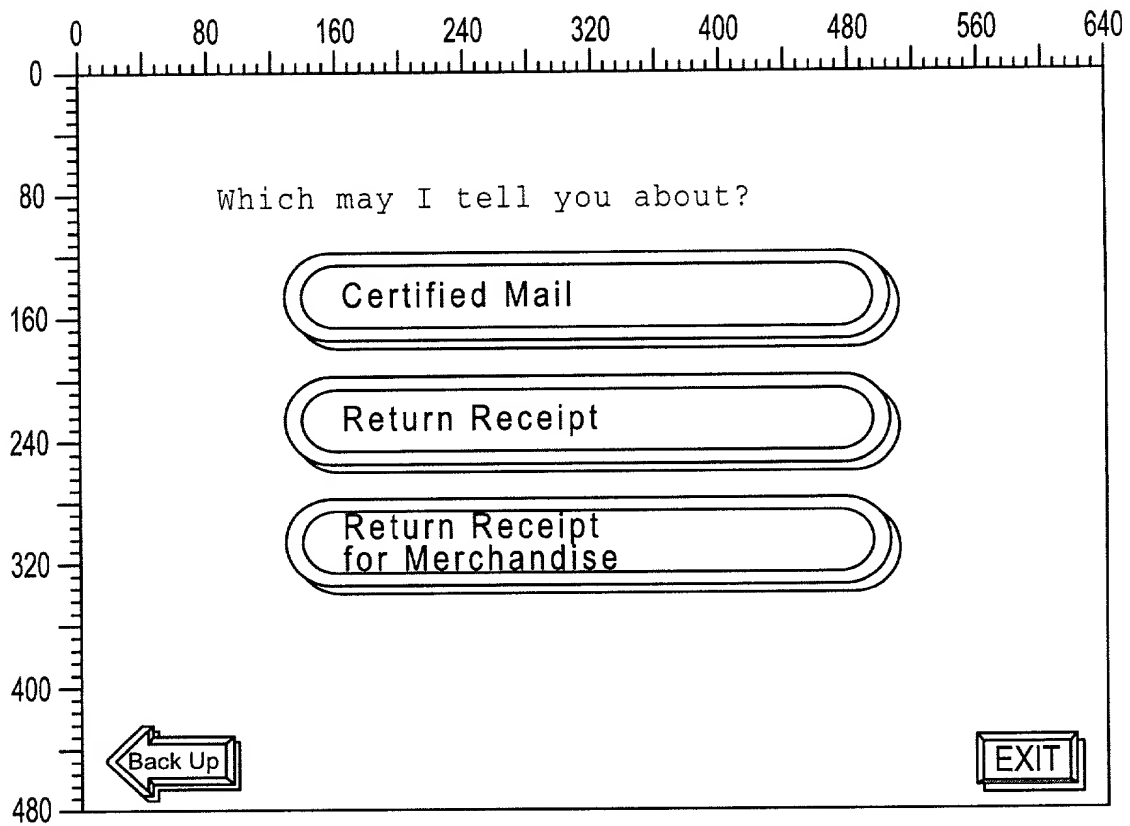


FIG. 223

0 80 160 240 320 400 480 560 640

0 Certified Mail is legal proof of delivery.

80 When we deliver your letter or package Certified Mail, we keep a record of delivery at the Post Office. This service costs \$1.10, plus postage.

160 If you need a copy, you can get one for \$6.60. (1)

240 Or you can get a Return Receipt sent to you when the item is delivered for an additional \$1.10. (1)

320 First Class and Priority Mail can be sent Certified Mail.

400 May I tell you more about postal services?

480

Yes No

Back Up EXIT

FIG. 224

0 80 160 240 320 400 480 560 640

0

80 Return Receipt is proof of delivery immediately sent back to you. It shows the date of delivery, signature of who received the mail and the signer's address if different from what's on the mail.

160 Return Receipt is available for Certified Mail, Express Mail, Registered Mail, items insured for more than \$50.00, and Collect on Delivery (C.O.D).

240 (1)

320 May I tell you more about postal services?

400 Yes No

480 Back Up EXIT

FIG. 225

0 80 160 240 320 400 480 560 640

0

80 Return Receipt for Merchandise provides a mailing receipt, and a return receipt sent to you. A delivery record is kept at the Post Office where the item was mailed.

160 (1)

240 This service costs \$1.20 in addition to postage. It is not available for international mail.

320 May I tell you more about postal services?

400 Yes No

480 Back Up EXIT

FIG. 226

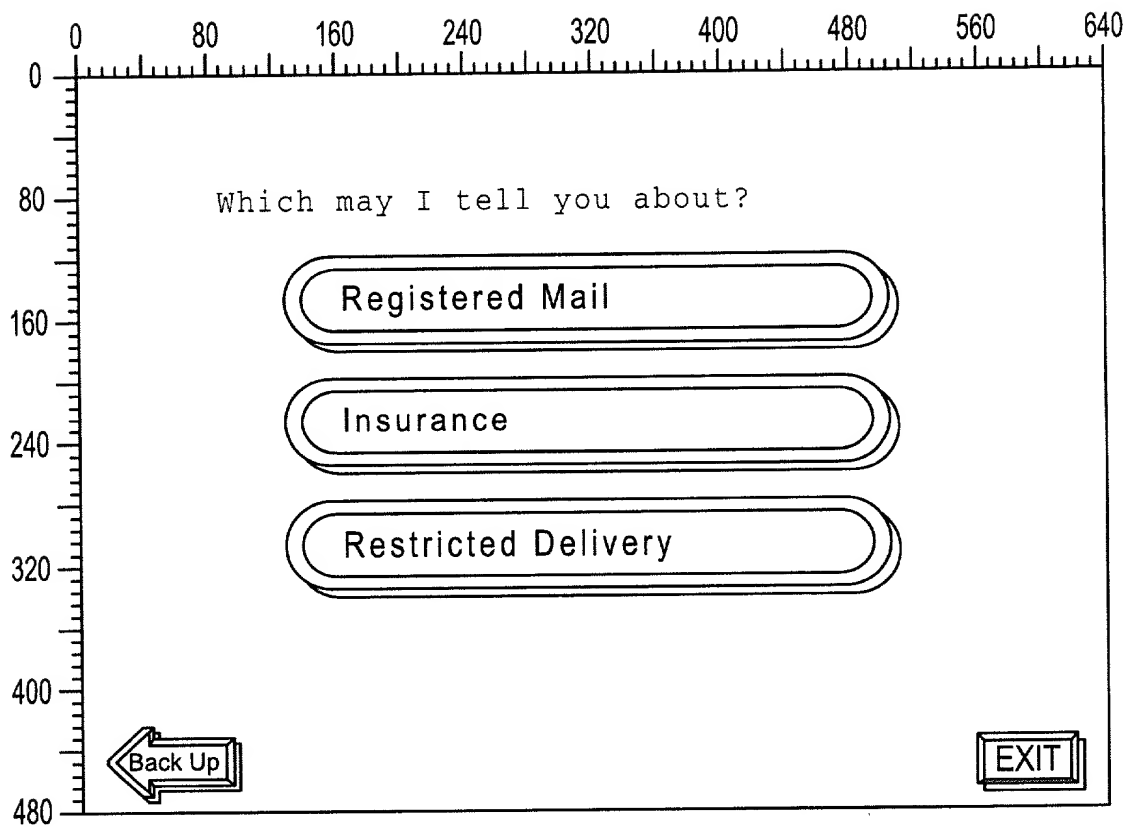


FIG. 227

0 80 160 240 320 400 480 560 640

Registered Mail is the most secure service the United States Postal Service offers, and is used to send valuable mail such as jewelry or stock certificates.

Registered Mail is carefully monitored, and is signed for at every step up to delivery.

The cost of the service is based on the value of the mail, plus postage. At a window, you may buy insurance up to \$5,000. More insurance may be purchased by special arrangement.

(1)

May I tell you more about postal services?

Yes No

Back Up EXIT

FIG. 228

0 80 160 240 320 400 480 560 640

0

80 Insured Mail typically is used for mailing valuable items such as gifts or merchandise. You may purchase insurance against loss or damage for up to \$5,000 (1)

160 Insurance for \$5,000 costs \$46.60 (2) plus postage. The minimum insurance you can buy is \$50.00 (1) which costs \$0.75 (2) plus postage.

240 Insurance for international mail varies by country.

320 May I tell you more about postal services?

400 Yes No

480 Back Up EXIT

FIG. 229

0 80 160 240 320 400 480 560 640

0

80 Restricted Delivery lets you specify that mail be delivered only to a specific person or that person's agent.

160 Restricted Delivery can be requested for Certified Mail, Registered Mail, items insured for more than \$50.00, and Collect on Delivery (C.O.D.). The price for restricted delivery is an additional \$2.75.

240

320 May I tell you more about postal services?

400

480

Yes No

Back Up EXIT

FIG. 230

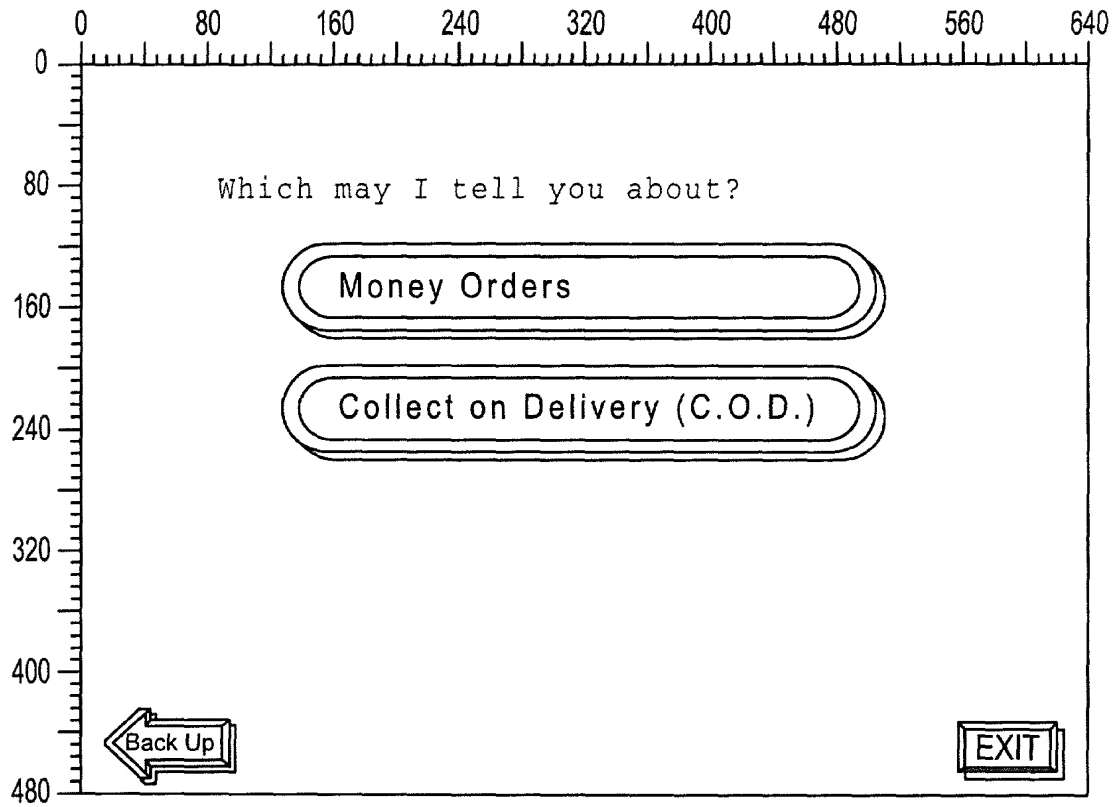


FIG. 231

0 80 160 240 320 400 480 560 640

0

80 Money Orders may be purchased up to \$700⁽¹⁾ each,
with a maximum daily amount of \$10,000⁽¹⁾.

160 They may be purchased with U.S. dollars and some
traveler's checks. To obtain a 100% refund for a
lost or stolen money order, you must have a
receipt.

240 Money orders may be cashed at any U.S. post office
or bank.

320 May I tell you more about postal services?

400 Yes No

480 Back Up EXIT

FIG. 232

0 80 160 240 320 400 480 560 640

0 C.O.D. is a way to collect money for goods you
 80 send through the mail. When sending the goods,
 you pay the postage and C.O.D. fee. The
 addressee must agree to accept delivery C.O.D.
 before you mail.

160 Money for the value of the goods, plus postage and
 C.O.D. fees if desired, is collected when the mail
 is delivered.

240 The minimum C.O.D. fee is \$3.50 for goods valued
 up to \$50.00. The maximum fee is \$10.50 for
 goods valued up to \$600.

320 May I tell you more about postal services?

400 ☐ Yes ☐ No

480

FIG. 233

0 80 160 240 320 400 480 560 640

0

80 Which?

160 Hold mail for up to 30 days

240 Change address for a temporary move

320 Change address for a permanent move

400

480

Back Up

EXIT

FIG. 234

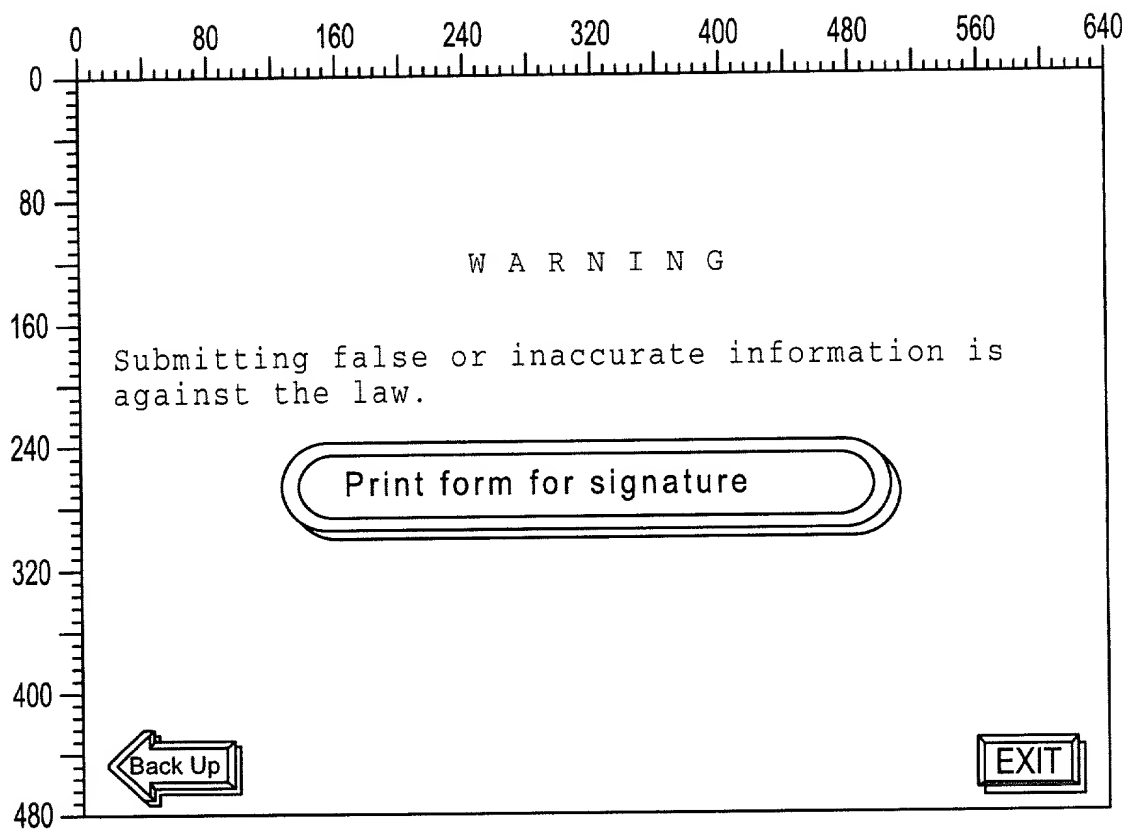


FIG. 235

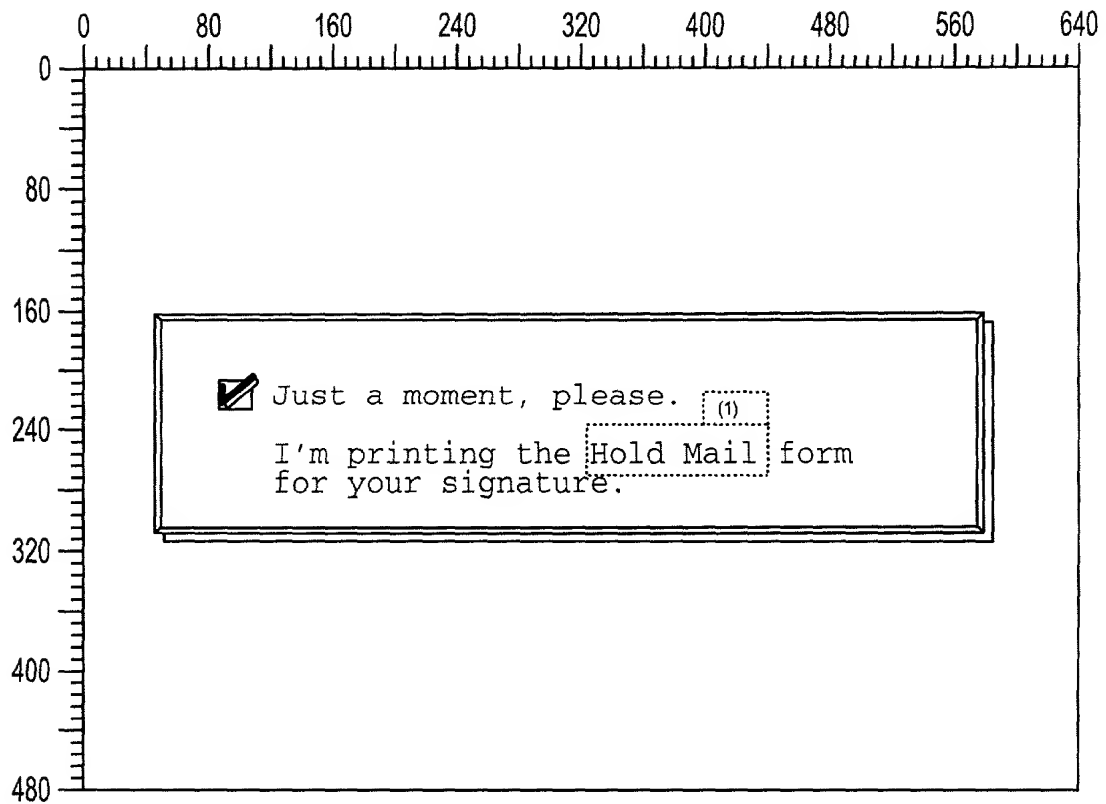


FIG. 236

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take the Hold Mail form from below.

Sign the form, and follow the instructions
on how to fold it. Then mail the form.
No postage is necessary if mailed in the U.S.

May I help you with something else?

Yes No

EXIT

FIG. 237

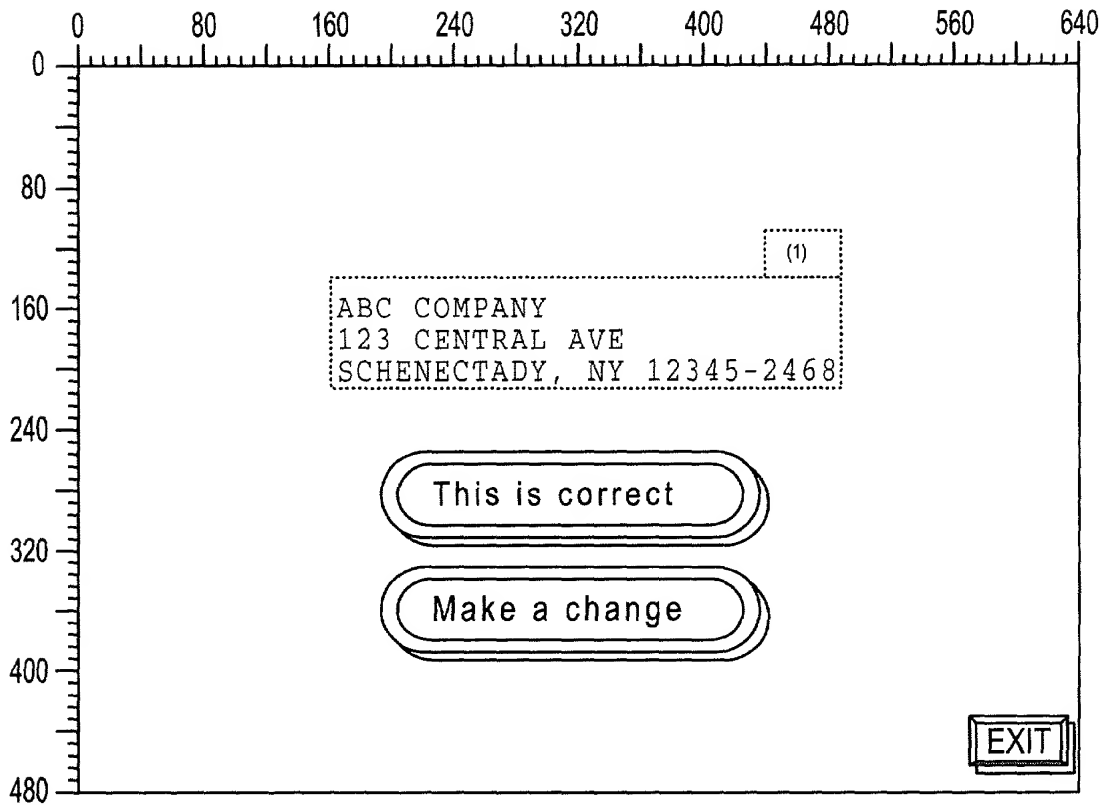


FIG. 238

What would you like to change?

(1)

Business Name

Address

No change, everything's okay

Cancel Hold Mail

EXIT

FIG. 239

When should it take effect? The earliest
we can do it is September 16. (1)

September 16 (2)

A later date

Back Up

EXIT

FIG. 240

0 80 160 240 320 400 480 560 640

0

Where can we call you for confirmation during the day? Please include the area code.

80

(555) 555-5555 (1)

160

240

320

400

480

Back Up

ENTER

EXIT

FIG. 241

The figure shows a graphical user interface (GUI) for address management, overlaid on a coordinate grid. The grid has a horizontal axis (X) from 0 to 640 and a vertical axis (Y) from 0 to 480. The GUI elements are as follows:

- Text Area (Top):** A dashed rectangular box containing the text:
 - "The temporary address change will take effect September 16." (1)
 - "We will resume delivery on September 30." (2)
- Input Fields (Middle):** Below the text area, there are two input fields:
 - Field (3): "Your name is JOHN SMITH"
 - Field (4): "You can be reached at (555) 555-5555"
- Buttons (Bottom):** Two large, rounded rectangular buttons are centered below the input fields:
 - "This is correct"
 - "Make a change"
- EXIT Button (Bottom Right):** A small rectangular button labeled "EXIT" is located in the bottom right corner of the GUI area.
- Callouts:** Numbered callouts (1) through (5) are placed near specific elements: (1) and (2) point to the dates in the first text block; (3) points to the name input field; (4) points to the phone number input field; (5) points to the first line of the text area.
- Legend (Right):** A vertical list of numbers 1 through 7 is positioned to the right of the GUI area, corresponding to the callouts.

FIG. 242

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

This person is authorized to hold the mail for the business: (1)

JOHN SMITH	(2)
PRESIDENT	(3)

This is correct

Make a change

EXIT

FIG. 243

0 80 160 240 320 400 480 560 640

0

When should it take effect?

(1)

80

September 97

Later

Sun Mon Tue Wed Thu Fri Sat

160

240

320

400

480

Back Up

EXIT

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		16	17	18	19	20
	22	23	24	25	26	27
	29	30				

FIG. 244

0 80 160 240 320 400 480 560 640

0

When should it take effect?

80

Earlier

October 97

Later (1)

Sun Mon Tue Wed Thu Fri Sat

160

1 2 3 4

240

6 7 8 9 10 11

13 14 15 16 17 18

320

20 21 22 23 24 25

27 28 29 30 31

400

Back Up

EXIT

480

FIG. 245

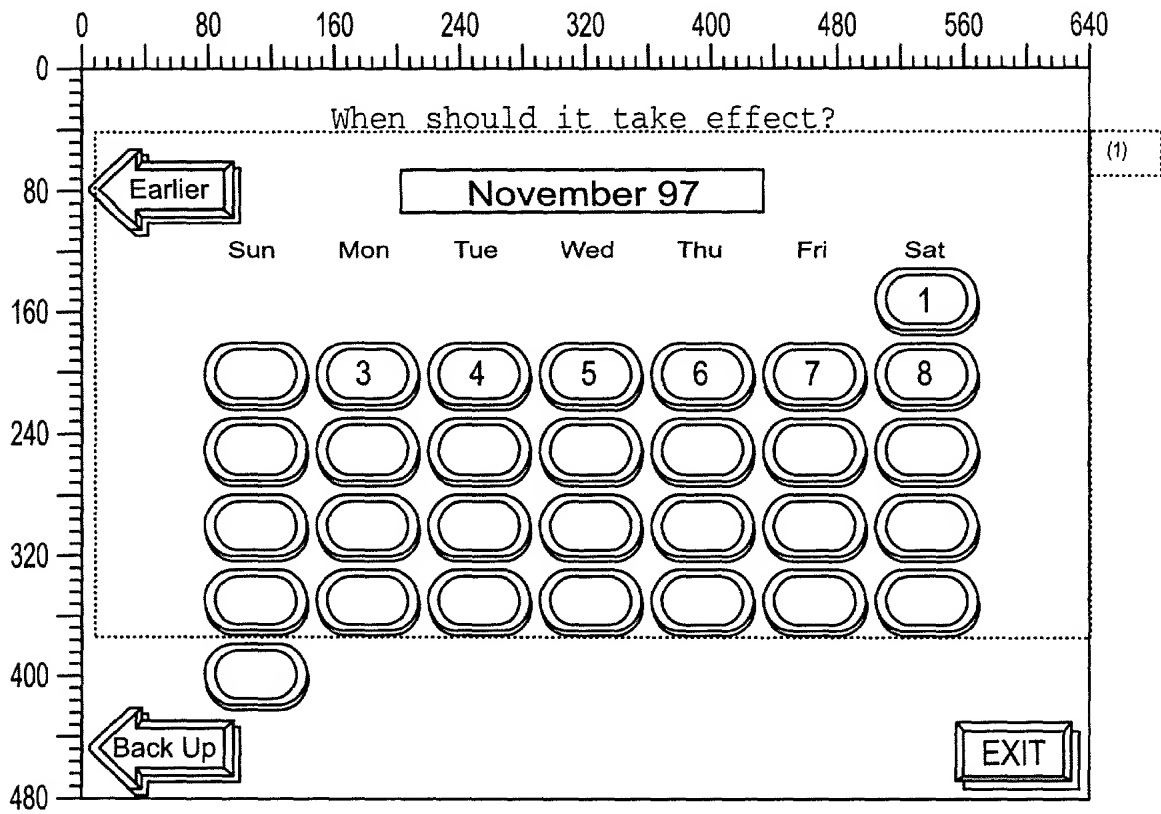


FIG. 246

(1) When should we resume delivering mail to: (3)

123 W MAIN ST (2)

SPRINGFIELD, OH 45504-2468

September 97

Later

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					26	27
	29	30				

Back Up

EXIT

FIG. 247

When should we resume delivering mail to: (2)

123 W MAIN ST (3)
SPRINGFIELD, OH 45504-2468

October 97

Earlier Later

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
	6	7	8	9	10	11
	13	14	15	16	17	18
	20	21	22	23	24	25
	27	28	29	30	31	

Back Up EXIT

(1)

FIG. 248

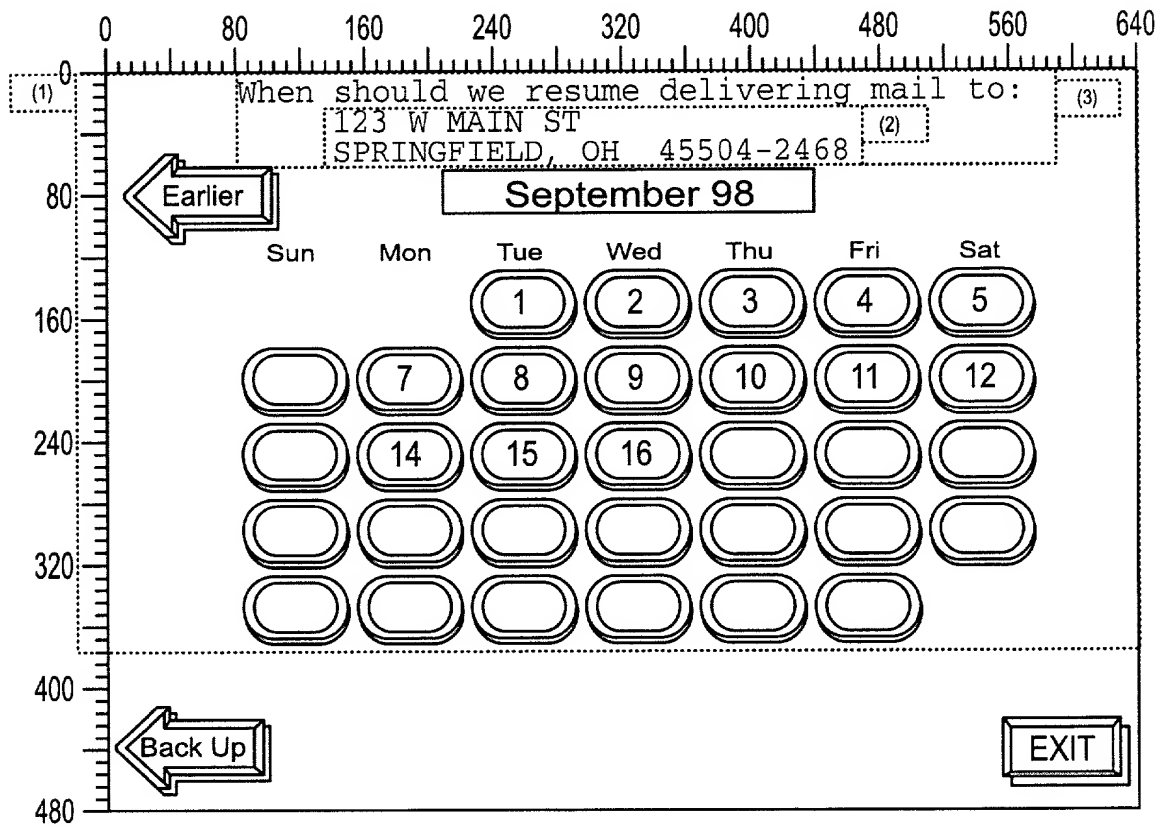


FIG. 249

What would you like to change?

(1)

Dates

Your phone number

Your name

No change, everything's okay

(2)

Cancel Change of Address

EXIT

FIG. 250

Will anyone with the last name
(1) SMITH continue to receive mail
at the current address?

Yes No

Back Up EXIT

FIG. 251

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, we can temporarily change your address
for up to one year. The minimum is 10 days. (1)

Change the address for?

Everyone at the address

One person

More than one person

A business

Back Up

EXIT

FIG. 252

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

Is everyone moving to the same new address?

Yes No

Back Up

EXIT

FIG. 253

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

Please take the Change of Address (1) form from below.

Sign the form, and follow the instructions on how to fold it. Then mail the form. No postage is necessary if mailed in the U.S.

Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office. (2)

Would you like a record?

Yes No

EXIT

FIG. 254

0 80 160 240 320 400 480 560 640

0

Current Address

JOHN SMITH (1)

126 W CECIL (2)

SPRINGFIELD, OH 45504-2468 (3)

80

New Address

458 CENTRAL (4)

SCHENECTADY, NY 12301-2468 (5)

160

240

320

400

480

This is correct

Make a change

EXIT

FIG. 255

What would you like to change?

(1)

Name

Current Address

New Address

No change, everything's okay

Cancel Change of Address

EXIT

FIG. 256

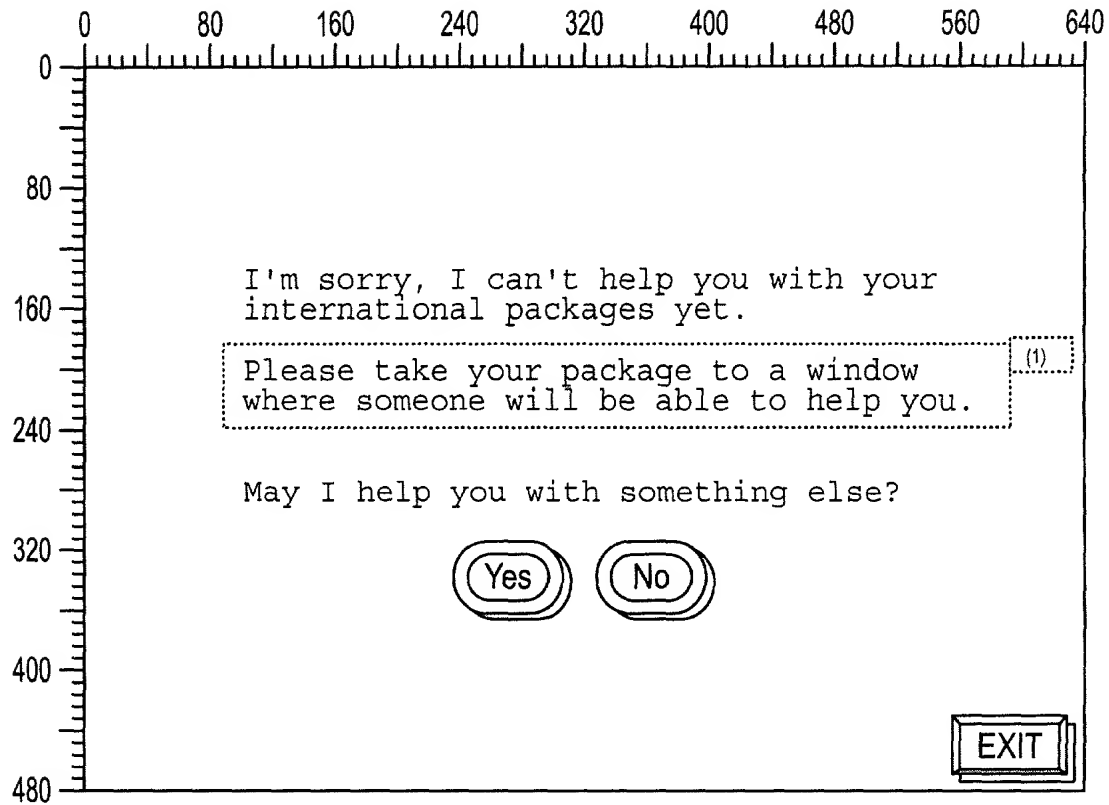


FIG. 257

0 80 160 240 320 400 480 560 640

0

Please enter the new ZIP Code.

80

12345-6789 (1)

160

240

320

400

480

Back Up

Don't Know ZIP Code

ENTER

EXIT

FIG. 258

0 80 160 240 320 400 480 560 640

0 Okay, I can hold all mail going to your address.
What is your ZIP Code?

80 12345-6789 (1)

160

240

320

400

480

Back Up

ENTER

EXIT

FIG. 259

What would you like to change?

Name

Title

No change, everything's okay

Cancel Hold Mail

EXIT

FIG. 260

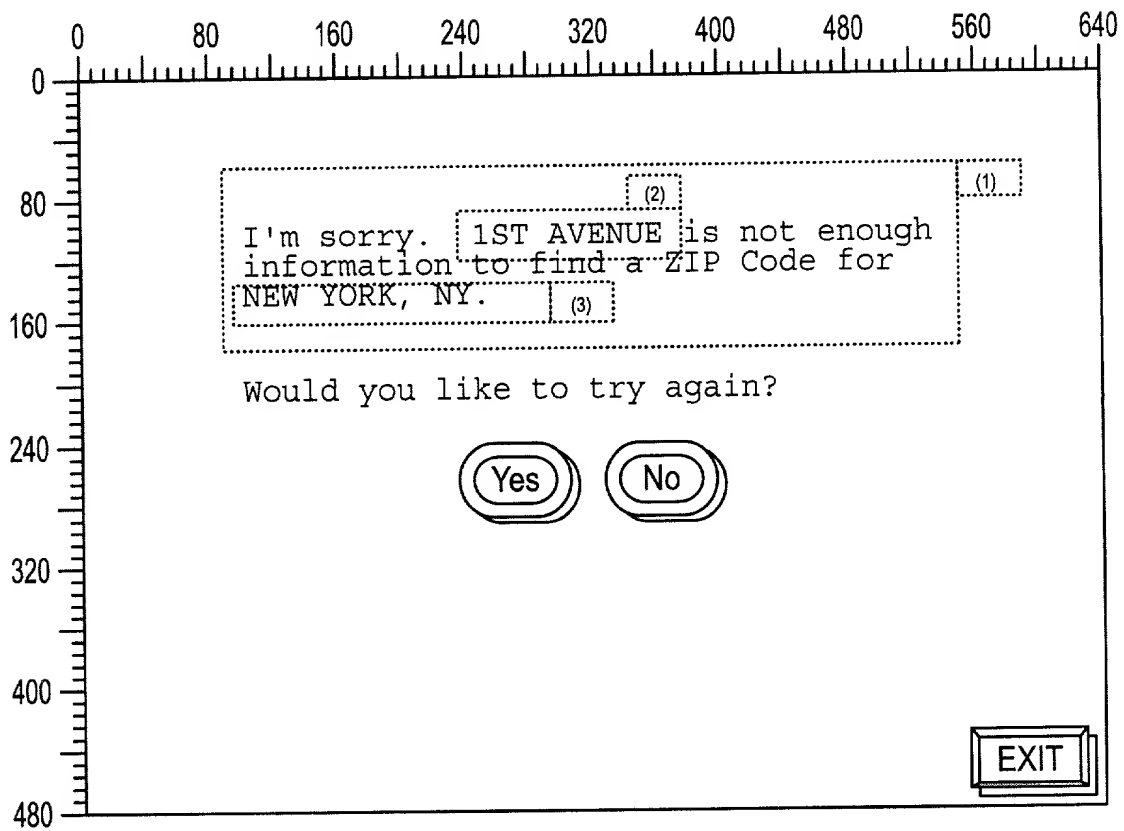


FIG. 261

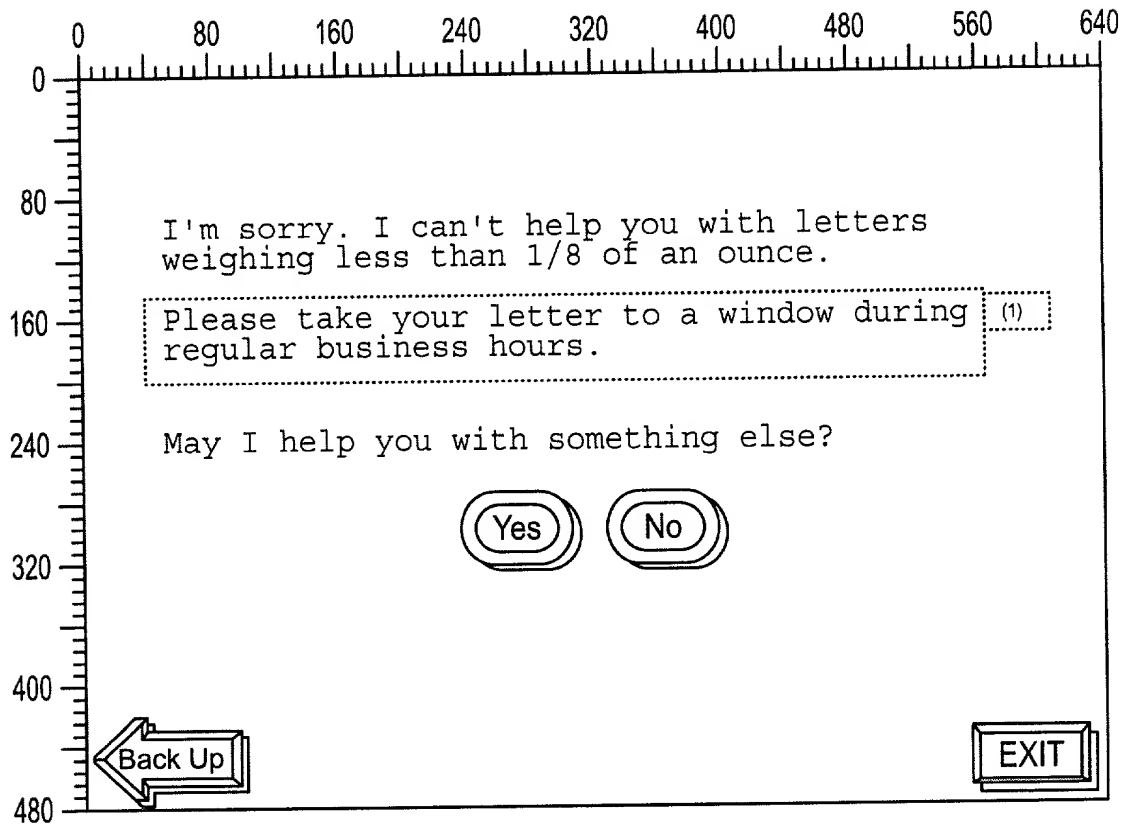


FIG. 262

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

12345 MARTIN LUTHER KING DRIVE (1)

Right?

Yes No

EXIT

FIG. 263

0 80 160 240 320 400 480 560 640

(1) We'll begin holding your mail on August 1.
When should we resume delivery?

(2) 80 **August 97**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						2
	4	5	6	7	8	9
	11	12	13	14	15	16
	18	19	20	21	22	23
	25	26	27	28	29	30

Back Up EXIT

FIG. 264

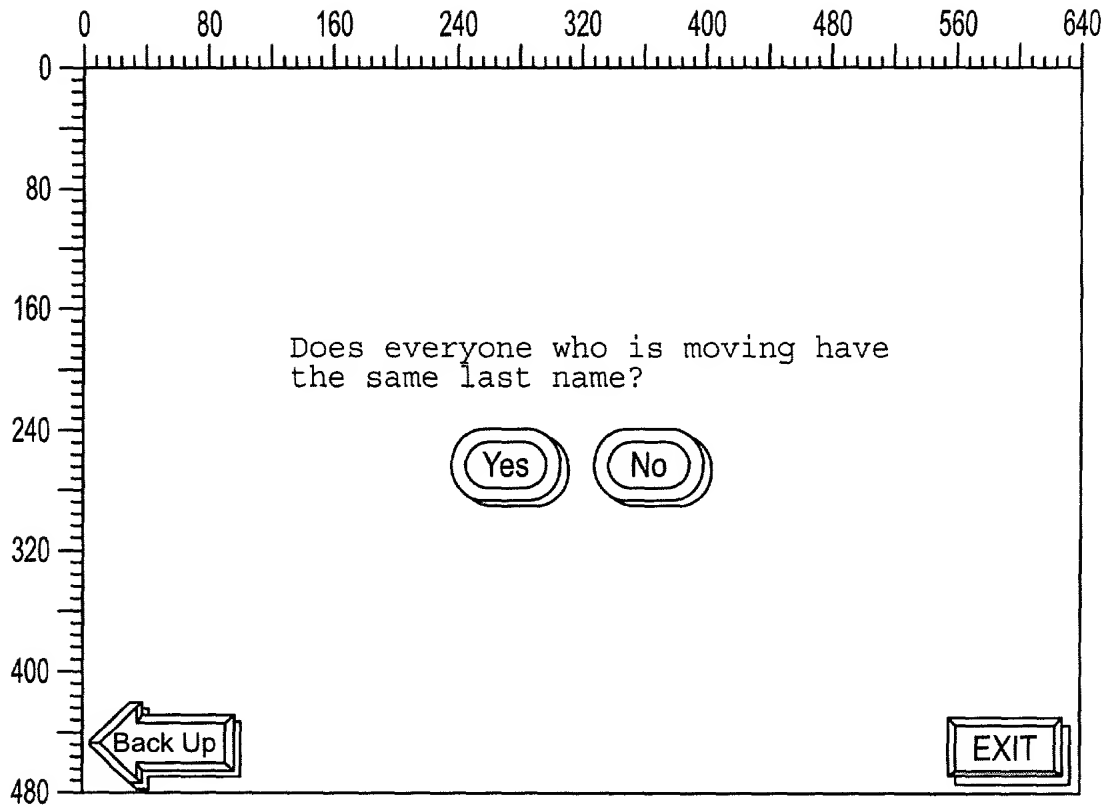


FIG. 265

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The printer just went out of order. I am not able to print your receipt right now.

To get a receipt for \$2.52, please give this number to a postal representative during regular business hours:

RC140500

May I help you with something else?

Yes No

EXIT

FIG. 266

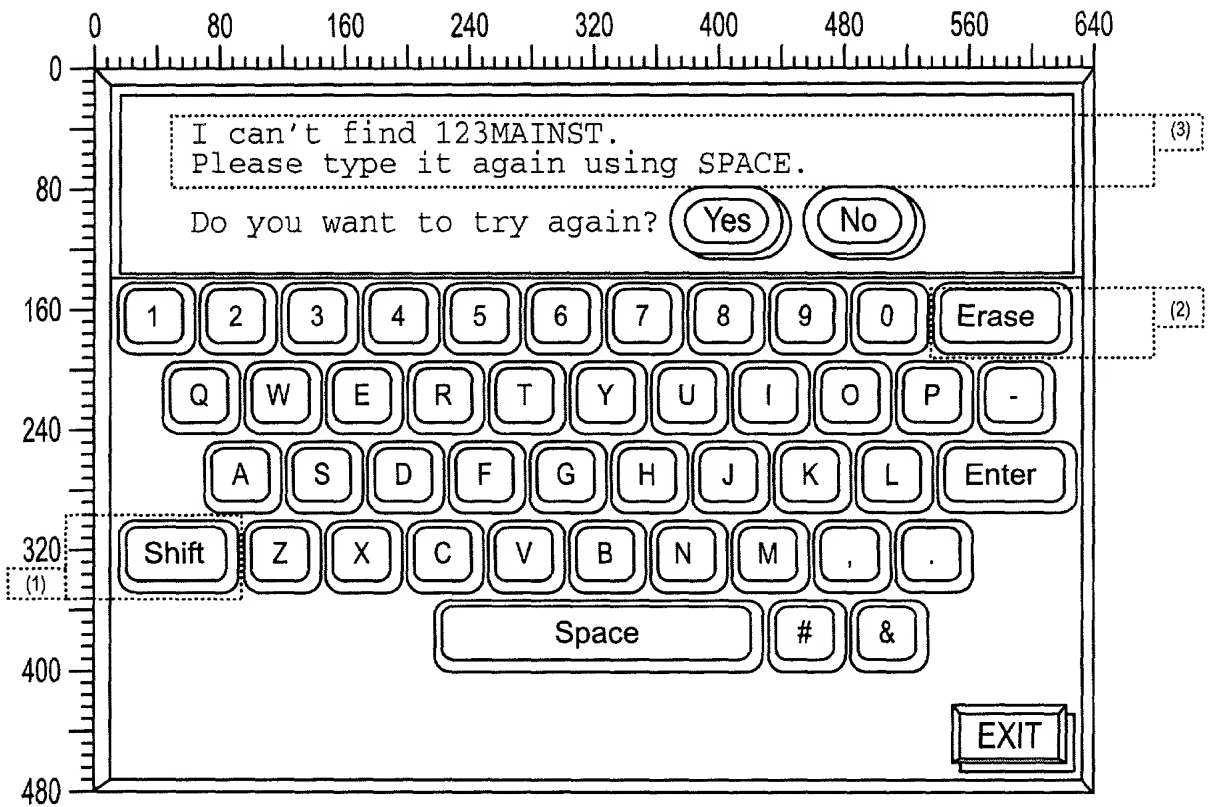


FIG. 267

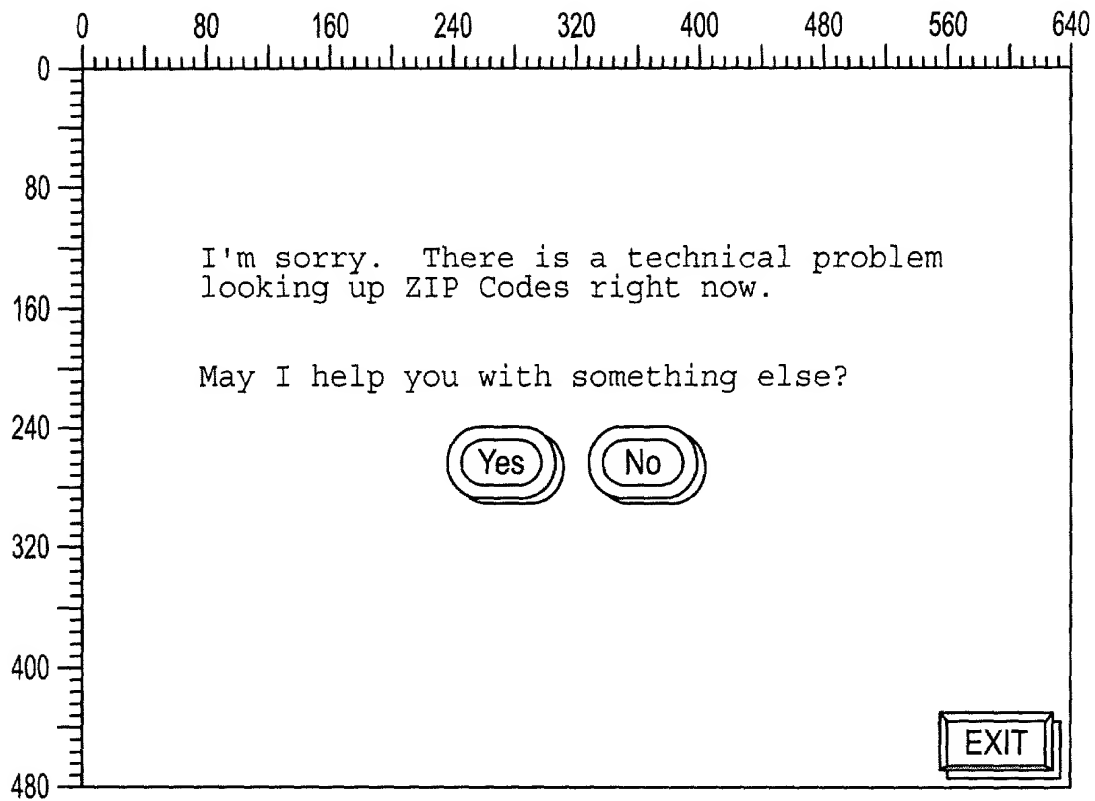


FIG. 268

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

Priority stickers are available in the lobby. Please put one on each side of your package. (1)

Please take your stamp from below and to the left.

And take your receipt from above. (2)

May I help you with something else?

Yes No

Back Up

EXIT

FIG. 269

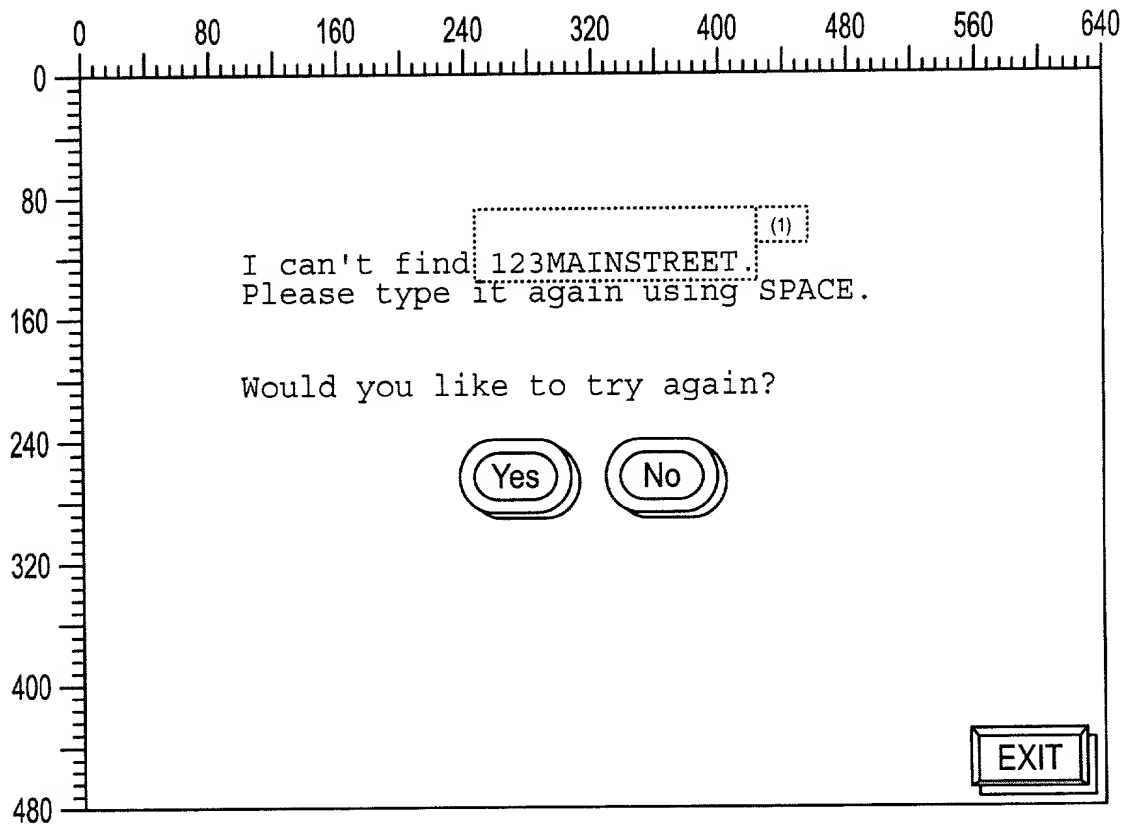


FIG. 270

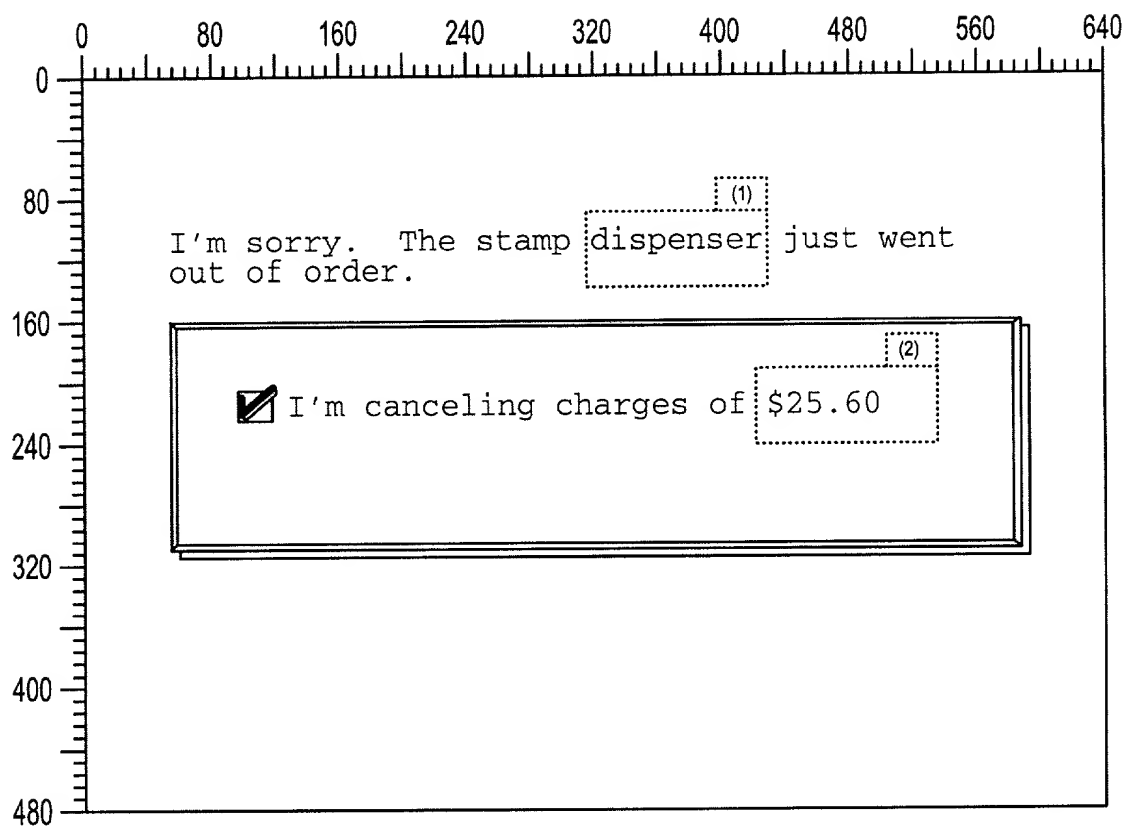


FIG. 271

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, I cancelled the charge.

May I help you with something else?

Yes No

EXIT

FIG. 272

I'm sorry. Due to technical problems,
I was not able to cancel the charge
for \$32.25. (1)

For further assistance, please contact
your bank. (2)

May I help you with something else?

Yes No

EXIT

FIG. 273

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The printer just went out of order. I am not able to print your Express Mail label and Return Receipt card. (1)

You can fill out a label and Return Receipt card, available in the Post Office lobby. To mail it, affix the label and Return Card to your letter.

Please take your stamp from below.

Would you like a receipt? (1)

Yes No

EXIT

FIG. 274

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The printer just went out of order. I am not able to print your Certified Mail form and Return Receipt card. (1)

You can fill out a form and card, available in the Post Office lobby. To mail your letter, follow the instructions on the form and card.

Please take your stamp from below.

Would you like a receipt? (1)

Yes No

EXIT

FIG. 275

I'm sorry. Your (1) Change of Address request will not take effect because I am not able to print forms right now.

Please try here later.

Or you can fill out a (2) Change of Address form in the Post Office and give it to a postal representative during regular business hours.

May I help you with something else?

FIG. 276

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

The scale doesn't detect any weight
right now.

Did you place your letter on it?

Yes No

Back Up

EXIT

FIG. 277

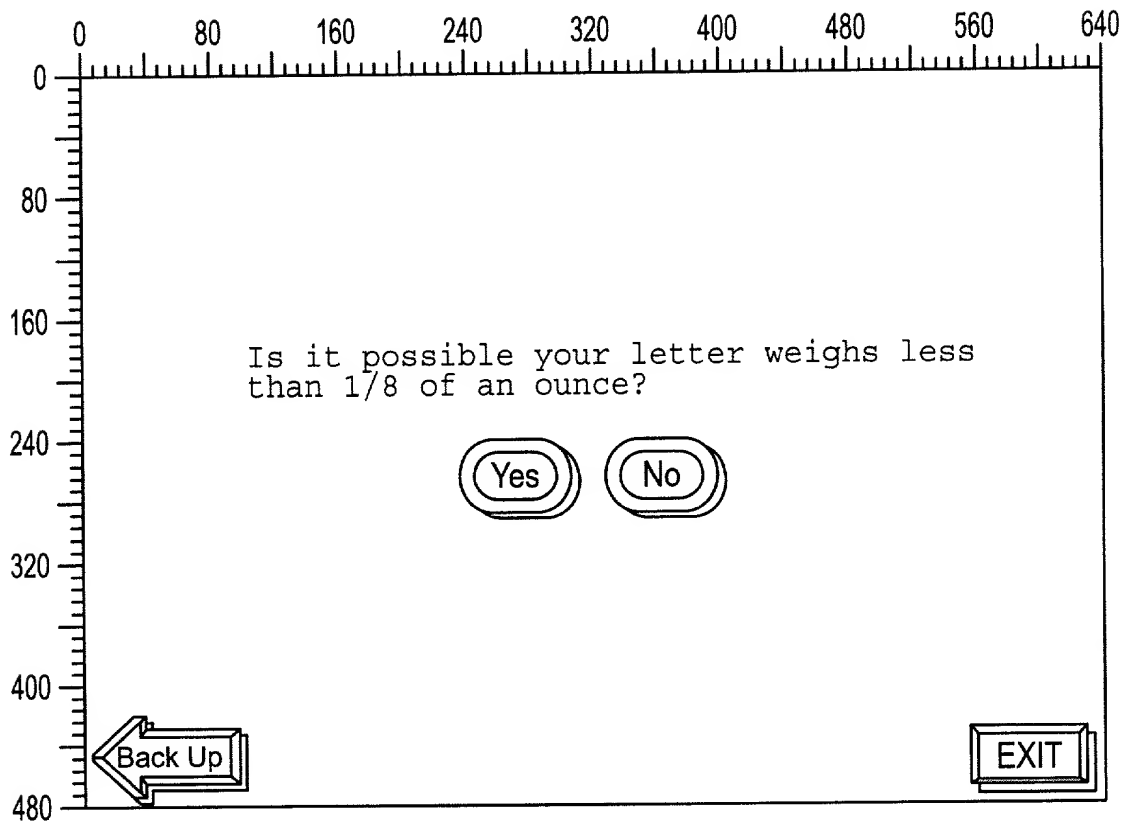


FIG. 278

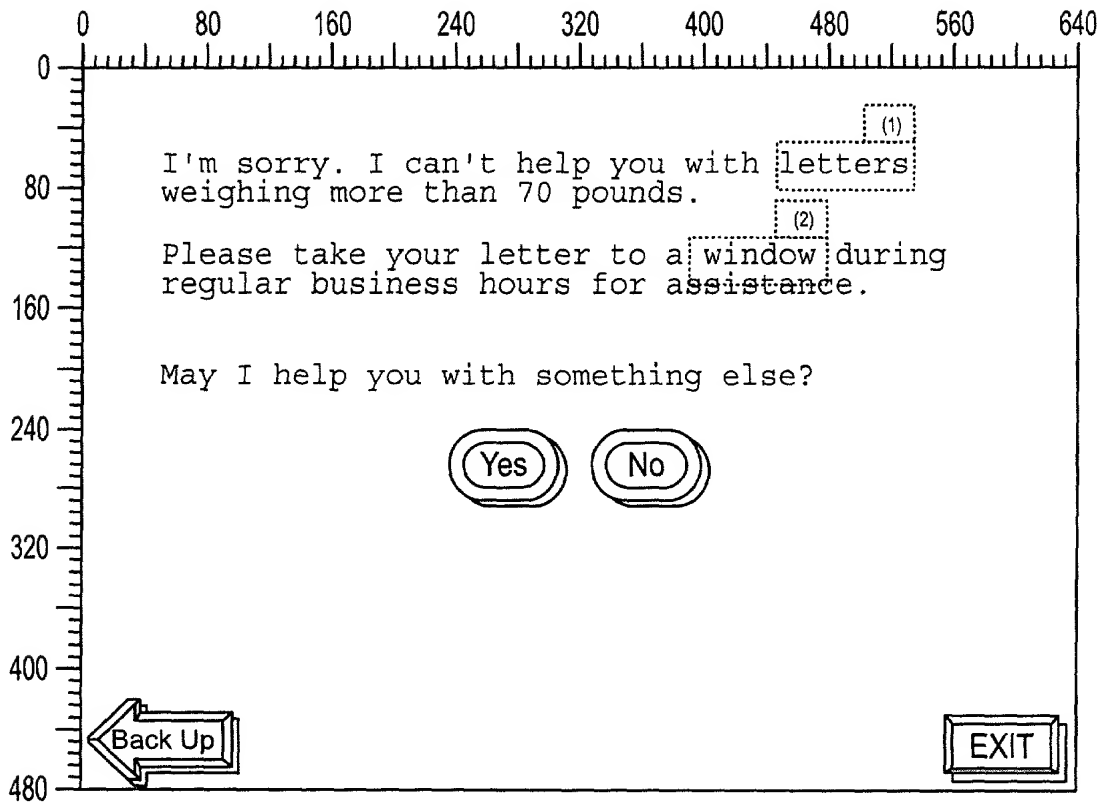


FIG. 279

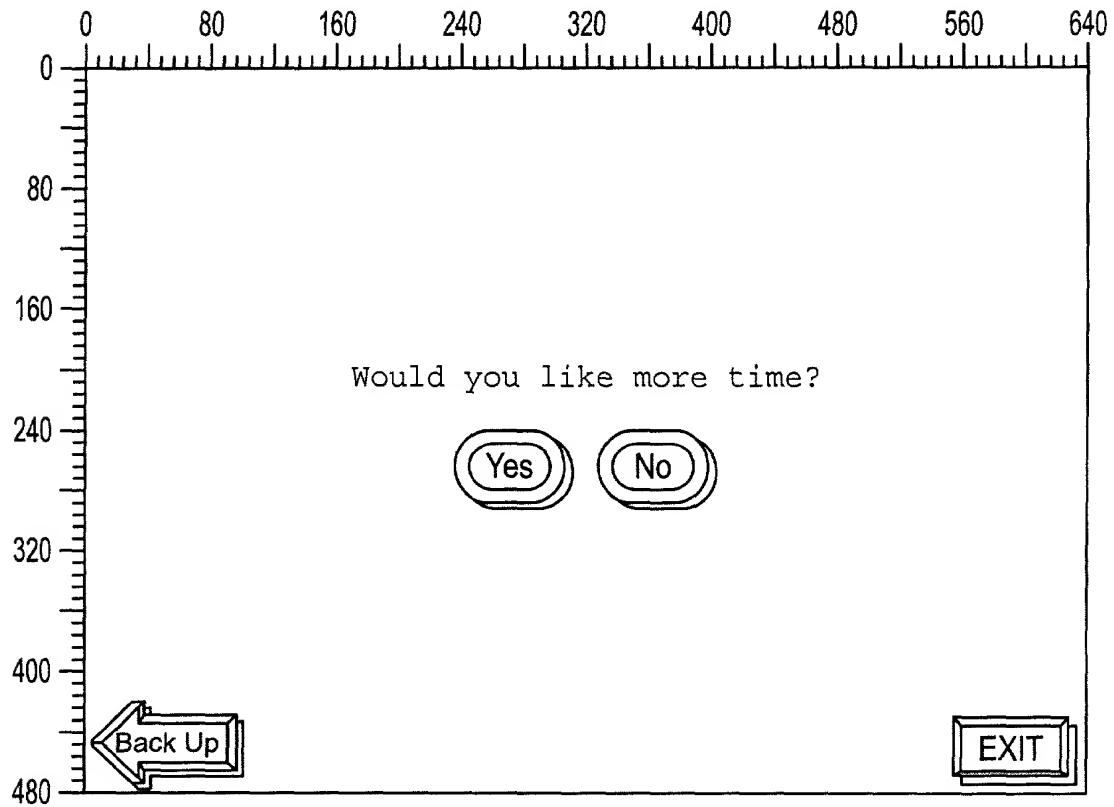


FIG. 280

0 80 160 240 320 400 480 560 640

0

80 We will resume delivery on September 24. (1)

160 What should we do with your held mail?

240 Deliver it to my address

320 Hold at post office for pick-up

400

480 Back Up EXIT

FIG. 281

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, we will deliver your held mail.

If it does not all fit into your mailbox we will let you know by leaving a yellow slip with your mail. You can pick up the rest at the Post Office.

Is this all right?

Yes No

Back Up

EXIT

FIG. 282

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, you can pick up your mail at the
Post Office during regular business
hours.

Please remember, you must bring a photo
ID to pick up your mail.

Is this all right?

Yes No

Back Up

EXIT

FIG. 283

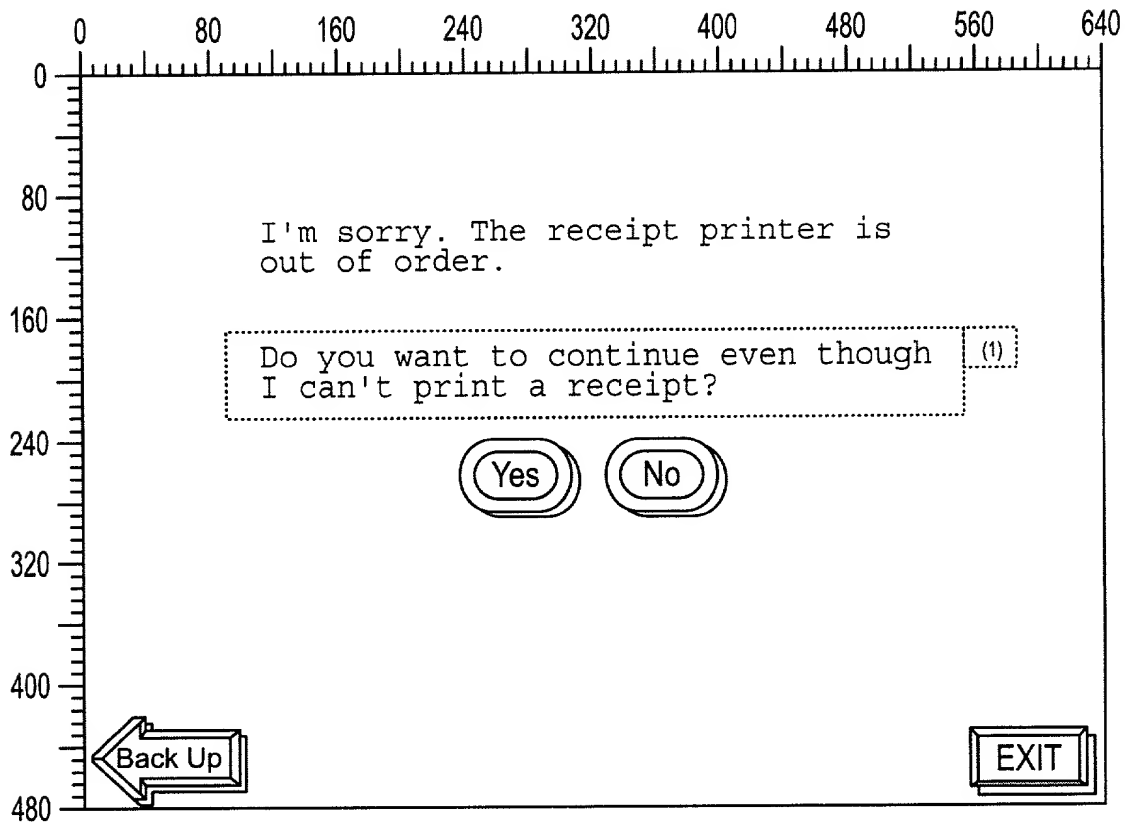


FIG. 284

(1)

0 80 160 240 320 400 480 560 640

0

I am out of sheets of stamps but I can
print up to five \$.32 stamps.
How many \$.32 stamps would you like?

80

(1)

160

240

320

400

480

Back Up

EXIT

1

2

3

4

5

FIG. 285

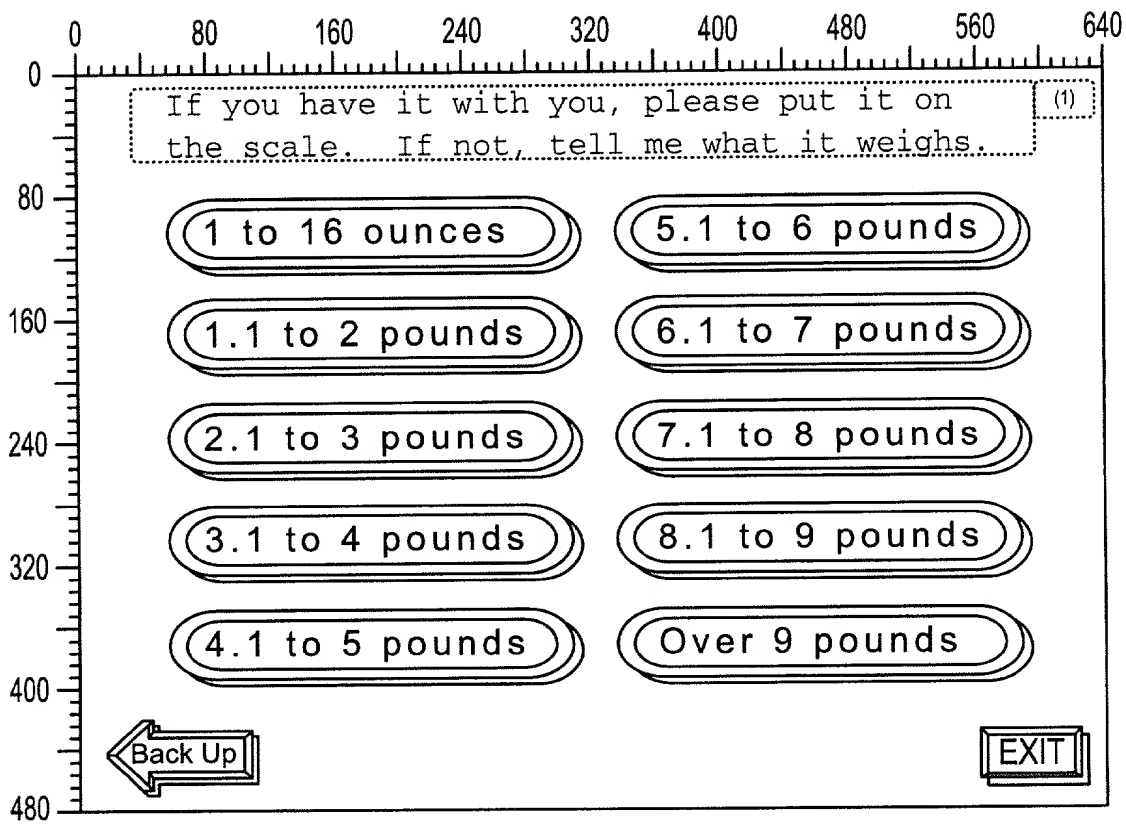


FIG. 286

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

How many ounces?

1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16

Back Up

EXIT

480

FIG. 287

How much does it weigh?

9.1 to 10 pounds	40.1 to 50 pounds
10.1 to 20 pounds	50.1 to 60 pounds
20.1 to 30 pounds	60.1 to 70 pounds
30.1 to 40 pounds	70 pounds is maximum weight per package.

Back Up

EXIT

FIG. 288

0 80 160 240 320 400 480 560 640

0

How much does it weigh?

80

160

240

320

400

480

60.1 to 61 pounds

65.1 to 66 pounds

(1)

61.1 to 62 pounds

66.1 to 67 pounds

62.1 to 63 pounds

67.1 to 68 pounds

63.1 to 64 pounds

68.1 to 69 pounds

64.1 to 65 pounds

69.1 to 70 pounds

Back Up

EXIT

FIG. 289

0 80 160 240 (1) 320 400 480 560 640

0

Which First Class service will you want?

80 Proof of Delivery (Certified Mail)

160 Registered (for valuable mail)

240 Insurance

320 Collect on Delivery (C.O.D.)

400 Return Receipt for Merchandise

480 None of These

Back Up

EXIT

FIG. 290

0 80 160 240 320 400 480 560 640

0

80 (1) If you mail a 1 oz letter First Class from Bethesda, MD 20814 to Schenectady, NY 12345 we estimate it will arrive in 3 days.

160

240 (2) First Class postage..... \$.32

320 (3) TOTAL CHARGES \$.32

400 (4) Would you like to buy the stamp?

480

Yes No

Back Up EXIT

FIG. 291

0 80 160 240 320 400 480 560 640

0 If you mail a 1 oz letter Priority Mail (1)
from Bethesda, MD 20814
80 to Schenectady, NY 12345
we estimate it will arrive in 2 days.

160 Priority Mail postage..... \$3.00 (2)
Certified Mail..... 1.10
Return Receipt..... 1.10
Restricted Delivery..... 2.75

240 TOTAL CHARGES \$7.95 (3)

320 May I print you a copy of this? (4)

400 Yes No

480 Back Up EXIT

FIG. 292

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

(1)

Would you like to send your letter Collect
on Delivery (C.O.D.)?

Yes No

Back Up

EXIT

FIG. 293

0 80 160 240 320 400 480 560 640

0 If you send it Registered Mail (1)
 from Bethesda, MD 20814
 to Schenectady, NY 12345
 80 the price is:

160 First Class postage..... \$.32
 Return Receipt..... \$1.10 (2)
 Registered, \$200.00 Declared Value..... \$5.40
 \$216.07 C.O.D..... \$6.50
 Restricted Delivery..... \$2.75

240 TOTAL CHARGES \$16.07 (3)

(You can send it Registered at any window.)

320 May I print you a copy of this? (4)

400 Yes No

480 Back Up EXIT

FIG. 294

0 80 160 240 320 400 480 560 640

0

80 If you mail a 1 oz letter Priority Mail (1)
from Bethesda, MD 20814
to Schenectady, NY 12345
we estimate it will arrive in 2 days.

160 Priority Mail postage..... \$3.00 (2)
Return Receipt..... 1.10
\$516.35 C.O.D..... 9.50
Restricted Delivery..... 2.75

240 TOTAL CHARGES \$16.35 (3)

(You can send it C.O.D. at any window.)

320 May I print you a copy of this? (4)

400 Yes No

480 Back Up EXIT

FIG. 295

0 80 160 240 320 400 480 560 640

0

80

If you mail a 1 oz letter Priority Mail
from Bethesda, MD 20814
to Schenectady, NY 12345
we estimate it will arrive in 2 days.

160

Priority Mail postage..... \$3.00
Return Receipt..... 1.10
\$1,000.00 Insurance..... 10.60
Restricted Delivery..... 2.75

240

TOTAL CHARGES \$17.45

(You can send it Insured at any window.)

320

May I print you a copy of this?

400

Yes No

480

Back Up EXIT

(1)

(2)

(3)

(4)

FIG. 296

0 80 160 240 320 400 480 560 640

0

Which Express Mail service?

80

Insurance

160

Collect on Delivery (C.O.D.)

240

Return Receipt sent to you

320

None of These

400

480

Back Up

EXIT

FIG. 297

0 80 160 240 320 400 480 560 640

0

80 If you mail a 1 oz letter Express Mail
from Bethesda, MD 20814
to Schenectady, NY 12345
the price is:

160 Express Mail postage..... \$10.75
with \$500.00 Insurance
Return Receipt..... 1.10
\$218.35 C.O.D..... 6.50

240 TOTAL CHARGES \$18.35

320 (You can send it C.O.D. at any window.)
May I print you a copy of this?

400 Yes No

480 Back Up EXIT

(1)

(2)

(3)

(4)

FIG. 298

0 80 160 240 320 400 480 560 640

0

For a Registered letter, please enter the value you want to declare. (1)

80

160

240

320

400

480

\$. 00

1 2 3

4 5 6

7 8 9

CLEAR 0 .

ENTER

Back Up

EXIT

FIG. 299

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

(1)

If you mail a 1 lb letter Parcel Post
from Bethesda, MD 20814
to Schenectady, NY 12345
we estimate it will arrive in 4 to 7 days.

(2)

Reduced rate, Special Standard service..	\$2.51
Return Receipt.....	1.10
\$515.86 C.O.D.....	9.50
Restricted Delivery.....	2.75

(3)

TOTAL CHARGES \$15.86

(You can send it C.O.D. at any window.)

(4)

May I print you a copy of this?

Yes No

Back Up

EXIT

480

FIG. 300

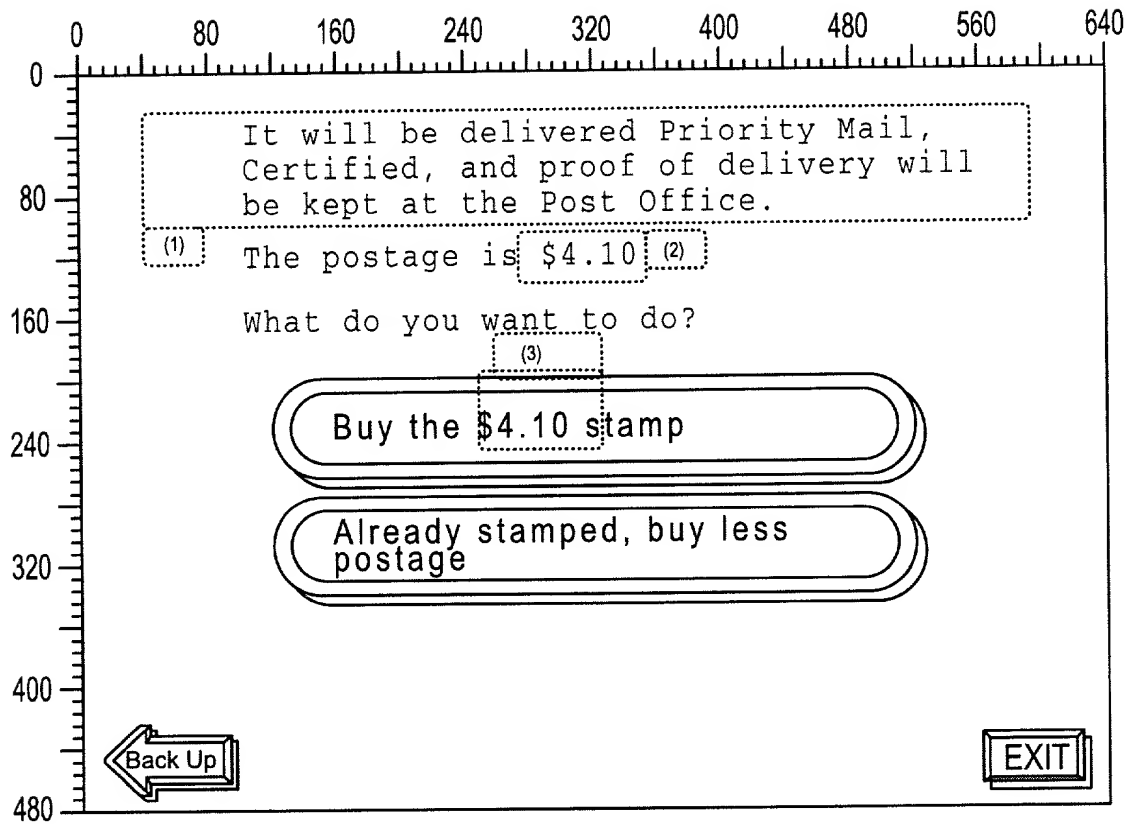


FIG. 301

It will be delivered Certified Mail,
with a Return Receipt sent to you.

(1) Required postage \$2.52 (2)
Postage on it now \$.20 (3)
Additional postage needed \$2.32 (4)

(5)
Do you want to buy the \$2.32 stamp?

Yes No

Back Up EXIT

FIG. 302

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

It will be delivered Certified Mail,
with a Return Receipt sent to you.

(1)

Required postage \$2.52 (2)
Postage on it now \$3.00 (3)

Additional postage needed \$.00

May I help you with something else?

Yes No

Back Up

EXIT

FIG. 303

0 80 160 240 320 400 480 560 640

0
80
160
240
320
400
480

Some things are less expensive to mail.
Does your package qualify for a reduced rate?

No, send it Priority Mail

Yes, reduced rate for books or
computer software

Yes, reduced rate for records, tapes or
sheet music

Yes, reduced rate for medical material
(to doctors, hospitals, medical schools or students)

Back Up

EXIT

FIG. 304

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

How much postage is already on your letter?

(1)

\$.00

1 2 3

4 5 6

7 8 9

CLEAR 0 .

ENTER

Back Up

EXIT

0

80

160

240

320

400

480

FIG. 305

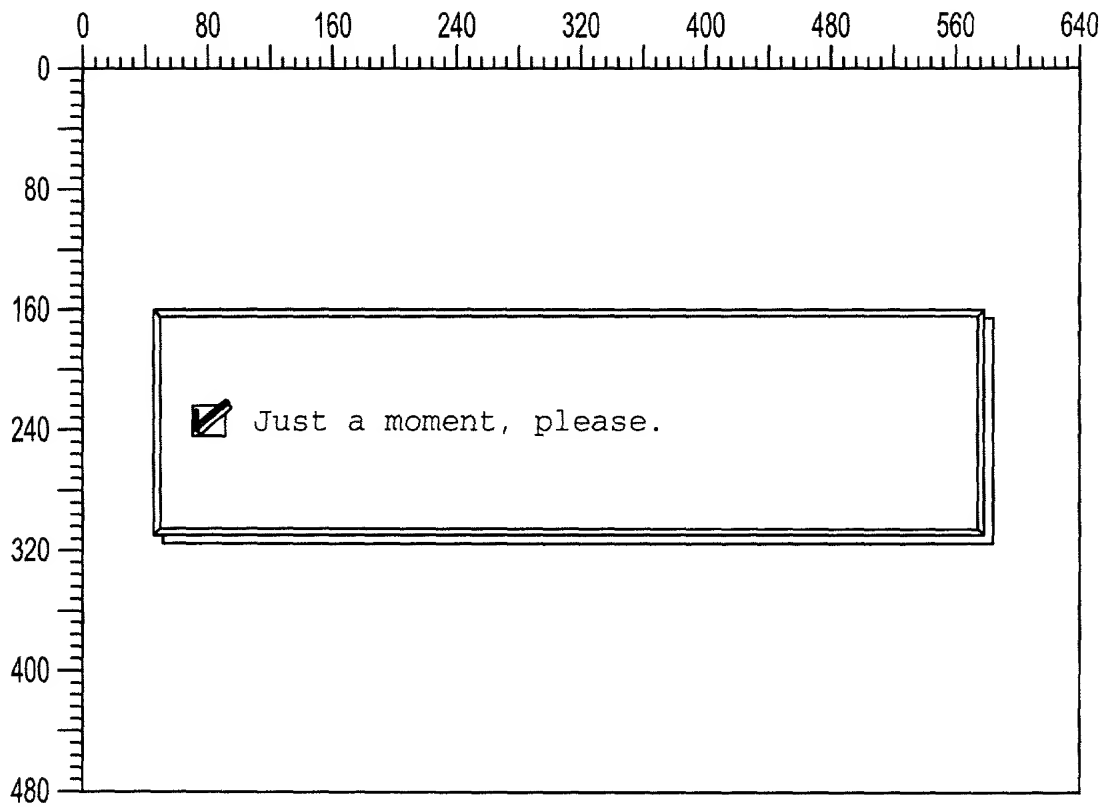


FIG. 306

I'm sorry. The printer just went out of order. I am not able to print your receipt right now. (1)

To get a receipt for \$10.75, please give this number to a postal representative during regular business hours:

RC084028 (2)

May I help you with something else?

Yes No

Back Up EXIT

(3)

FIG. 307

Please take your Certified Mail form
from below. Your stamp is below and
to the left.

Priority stickers are available in the
lobby. Put one on each side of your
package.

Please take your receipt from above.

May I help you with something else?

FIG. 308

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Mail for PO Boxes is automatically held for you.

When you return, you can pick up your mail at a window in the Post Office during regular business hours.

May I help you with something else?

Yes No

EXIT

FIG. 309

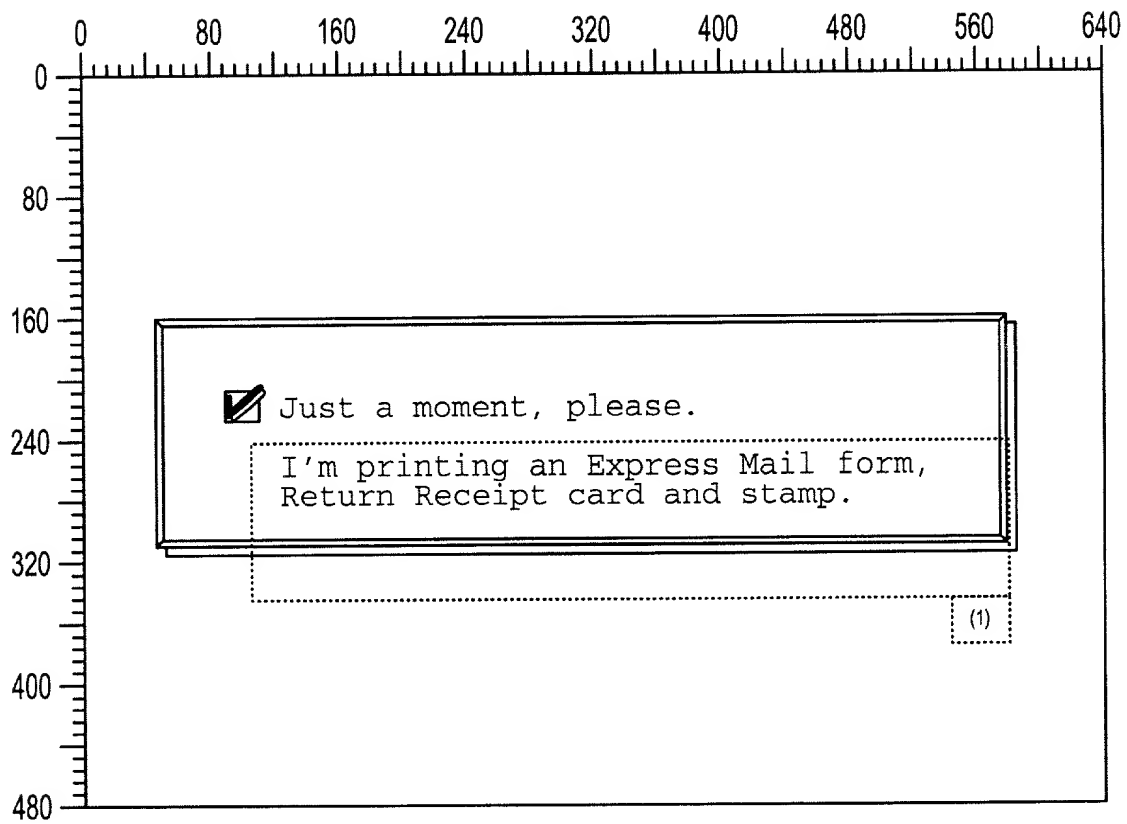


FIG. 310

0 80 160 240 320 400 480 560 640

0

80 I'm sorry. The printer just went out of
order. I am not able to print your receipt
right now. (1)

160 To get a receipt for \$11.85, please give this
number to a postal representative during
regular business hours: (2)

240 RC084712

320 May I show you how to apply the Return
Receipt card and stamp?

400 Yes No

480 EXIT

FIG. 311

I'm sorry. The printer just went out of order. I am not able to print your record right now.

To get a record, please give this number to a postal representative during regular business hours:

(1)

RC084921

Ready to fill out the Change of Address form (2) for the next person?

Yes No

EXIT

FIG. 312

For your \$509.82 C.O.D. letter, ⁽¹⁾

Will you want a Return Receipt sent to you? The price is an additional \$1.10

Will you want to restrict delivery to a specific person? The price is an additional \$2.75

FIG. 313

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

Registered Mail is the most secure way to send mail. It takes a day or two longer to deliver.

(1)

Priority Mail has a two-day average delivery speed and costs \$3.00. Since Registered Mail takes longer than two days to deliver, it's more cost-effective to send it First Class for \$1.47.

(2)

Would you like to change it to First Class?

Yes No

Back Up

EXIT

FIG. 314

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

(1)

\$500.00 insurance is included in the price of

Express Mail postage.

(1)

You can buy up to \$4,500.00 more insurance.

(2)

The cost is: \$.90 for each additional \$100.00

of insurance.

Would you like to buy more insurance?

Yes No

Back Up

EXIT

FIG. 315

0 80 160 240 320 (1) 400 480 560 640

C.O.D. can total up to \$600 including the value of the item and postage

How much should we collect?

Value of the item plus postage

Value of the item only

Postage only

Back Up

EXIT

FIG. 316

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Do any of these describe your package?

☐ No, none of these

☐ One side longer than 17 inches

☐ Contains liquid

☐ Contains live or perishable items

☐ Roll or tube or cylinder shape

☐ Wooden, metal or banded box, or film case

Back Up EXIT

FIG. 317

Here are postcard rates.

Anywhere in the United States.

To Canada	\$.20	(1)
To Mexico	\$.40	
To all other countries	\$.35	
	\$.50	
Double Postcards (U.S. only)	\$.40	

Would you like to buy a stamp?

Yes No

Back Up EXIT

FIG. 318

0 80 160 240 320 400 480 560 640

0

80 Here are postcard rates.

160 Anywhere in the United States

240 To Canada

To Mexico

To all other countries

320 Double Postcards (U.S. only)

400

480

\$.20	(1)
\$.40	
\$.35	
\$.50	
\$.40	

May I help you with something else?

Yes No

Back Up

EXIT

FIG. 319

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Which is it?

Higher or wider than 17 inches

Longer than 34 inches

Neither of these

Back Up

EXIT

FIG. 320

0 80 160 240 320 400 480 560 640

0

Okay, which postcard stamp?

80

United States \$.20 (1)

160

Canada \$.40

240

Mexico \$.35

320

All other countries \$.50

400

Double Postcards (U.S. only) \$.40

480

Back Up

EXIT

FIG. 321

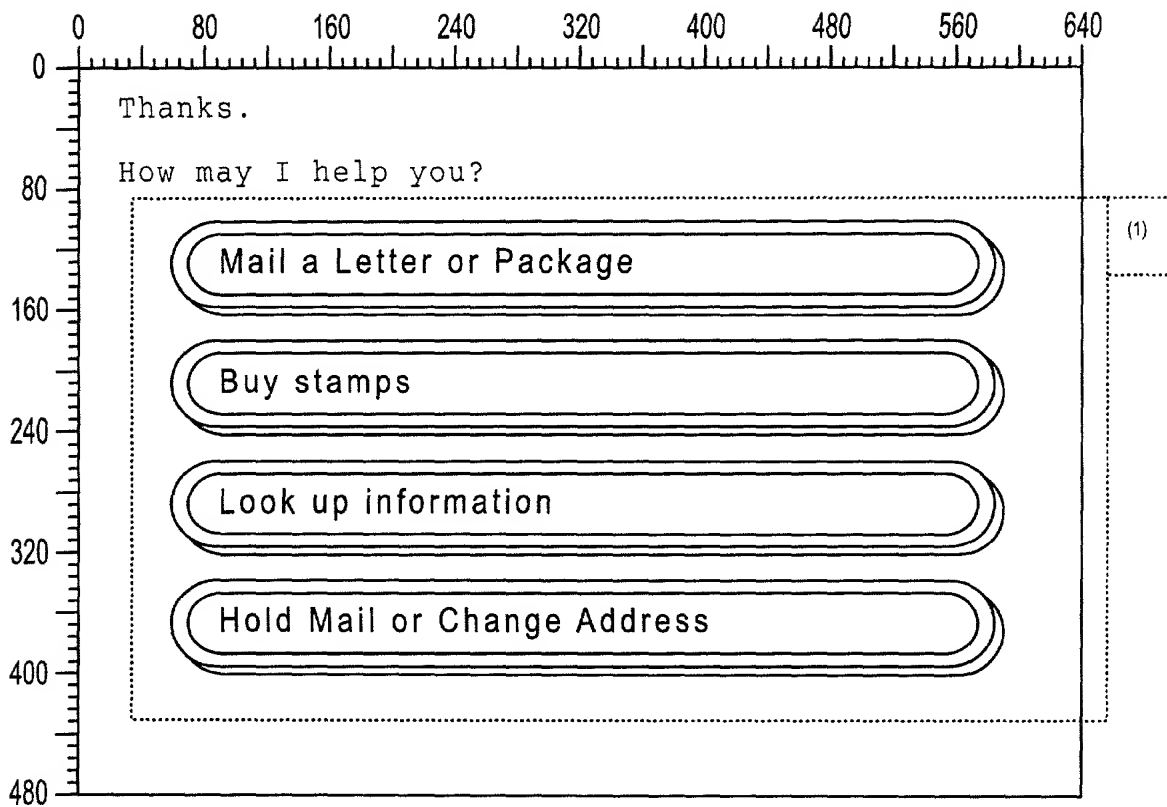


FIG. 322

Are you the owner of the PO box?

Yes No

Back Up

EXIT

FIG. 323

In order to change the address
of a PO box, the owner of the
box must first close it.

Do you know if the owner has
done this?

Yes No

Don't Know

Back Up

EXIT

FIG. 324

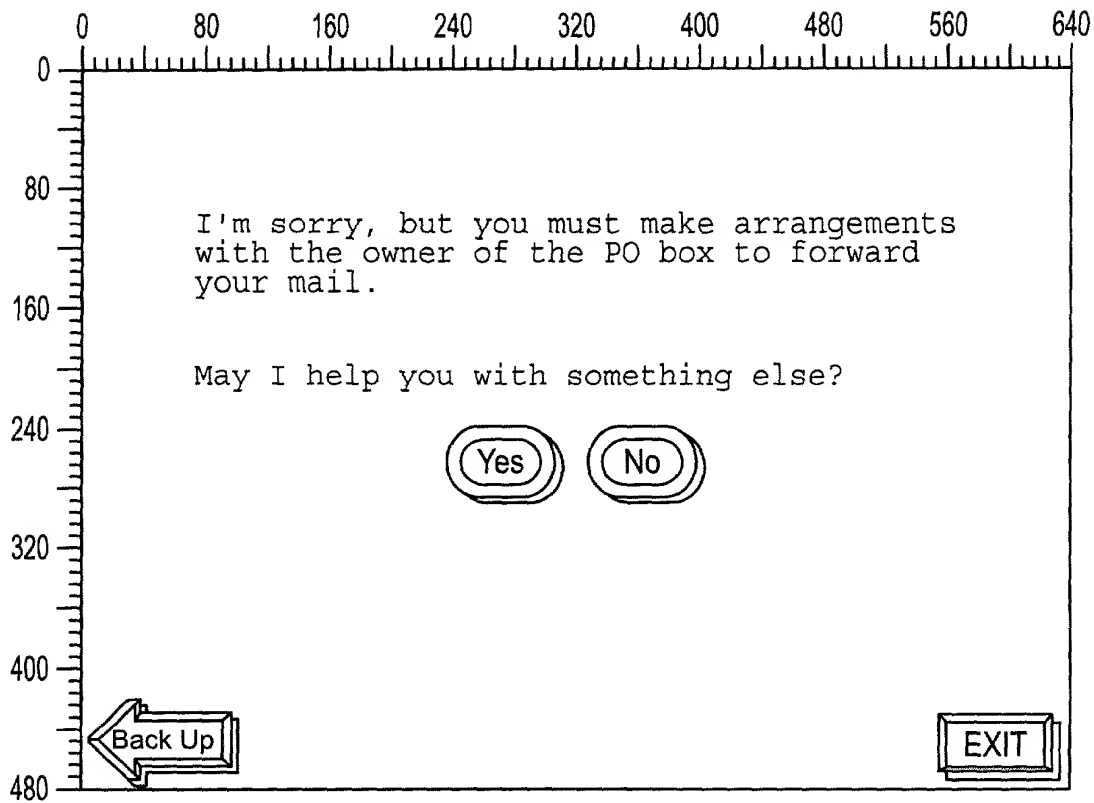


FIG. 325

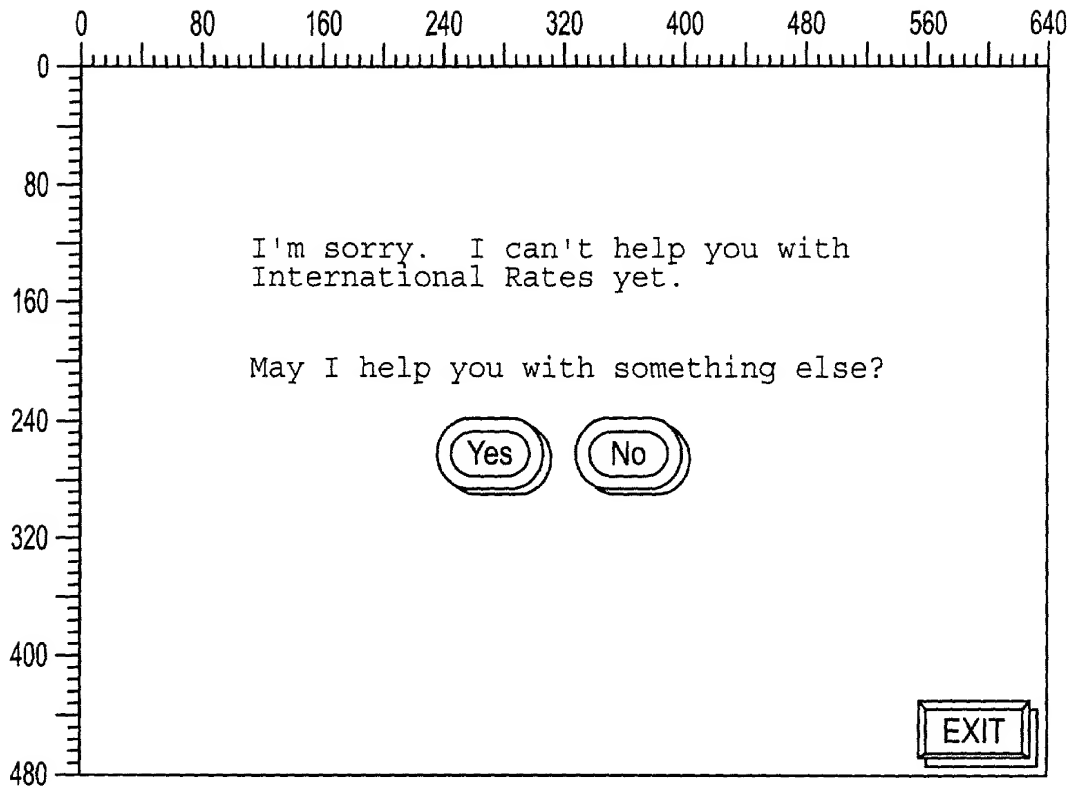


FIG. 326

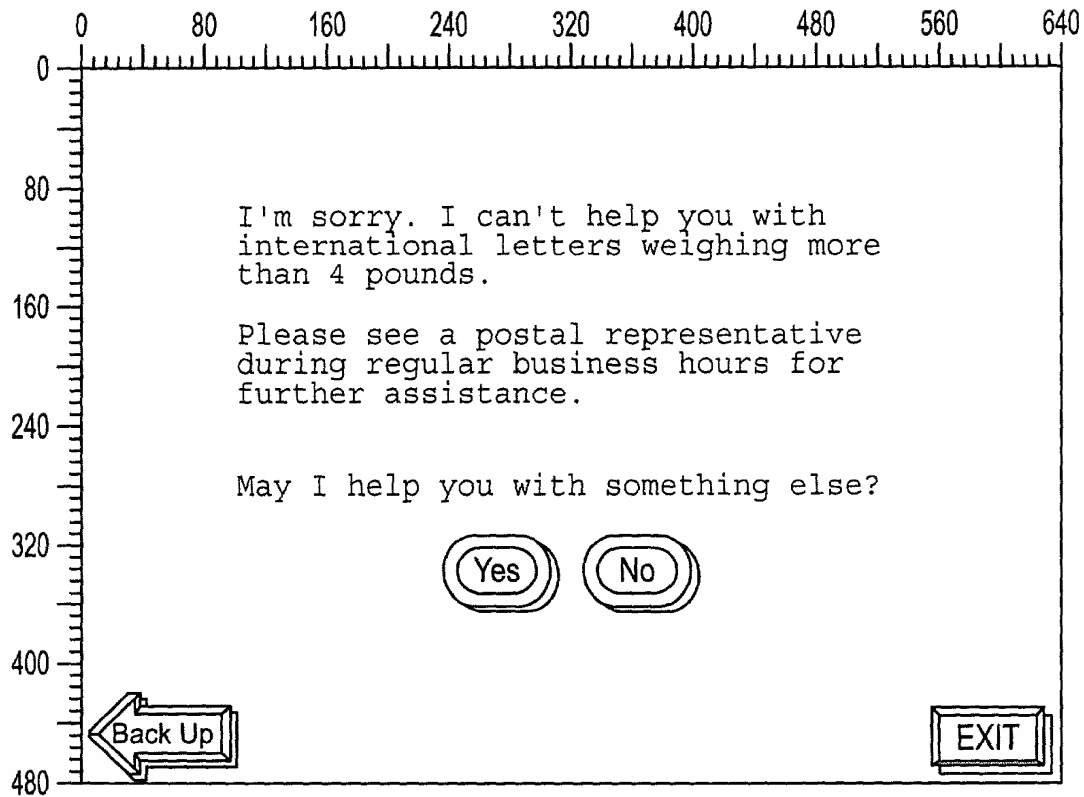


FIG. 327

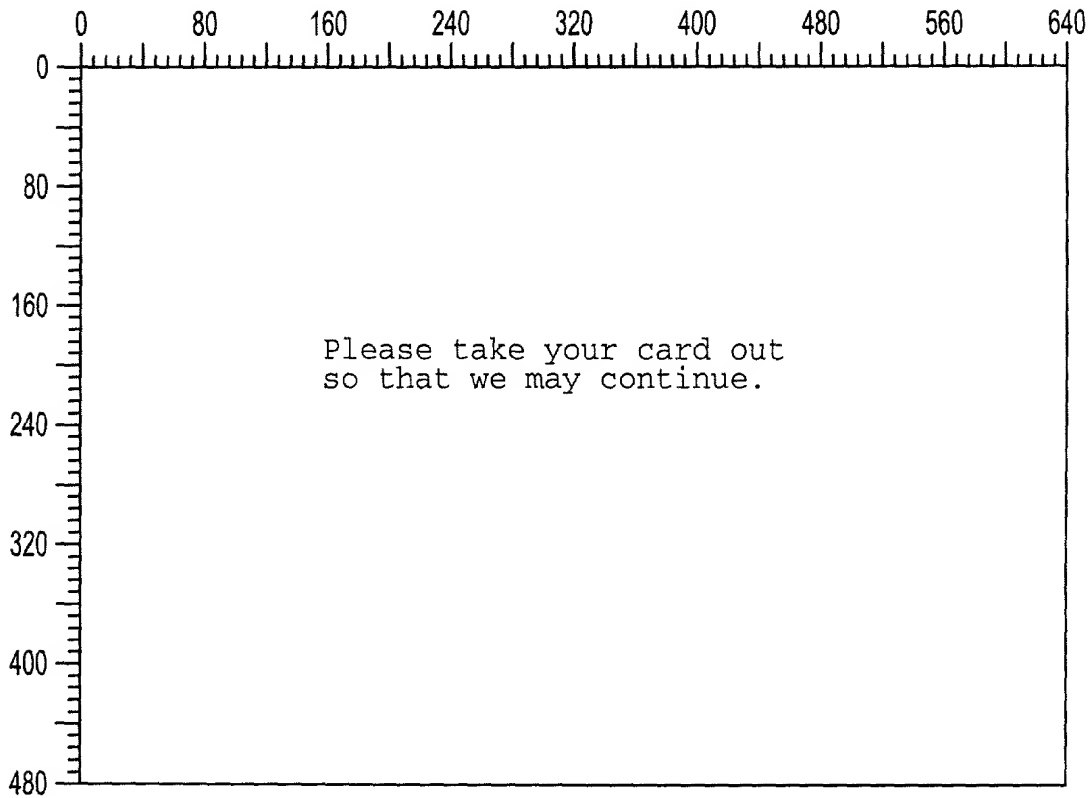


FIG. 328

0 80 160 240 320 400 480 560 640

0

Which is it?

80

160

240

320

400

480

Back Up

EXIT

- Glass container with more than 24 ounces of liquid
- Plastic container with one or more gallon of liquid
- Can container with paint
- None of these

FIG. 329

What will you be mailing?

Letter

Large Envelope
(larger than 6 1/8" by 11 1/2")

Postcard

Package

Large Package
(length plus width is 84" to 108")

Back Up

EXIT

FIG. 330

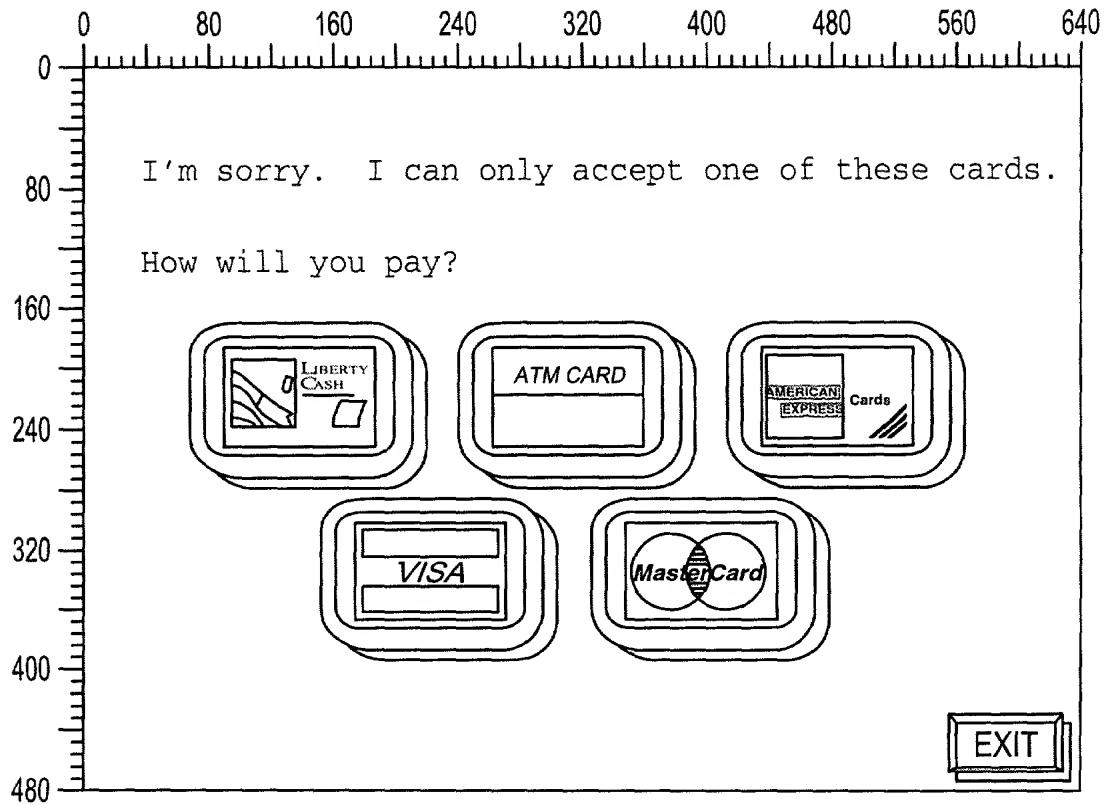


FIG. 331

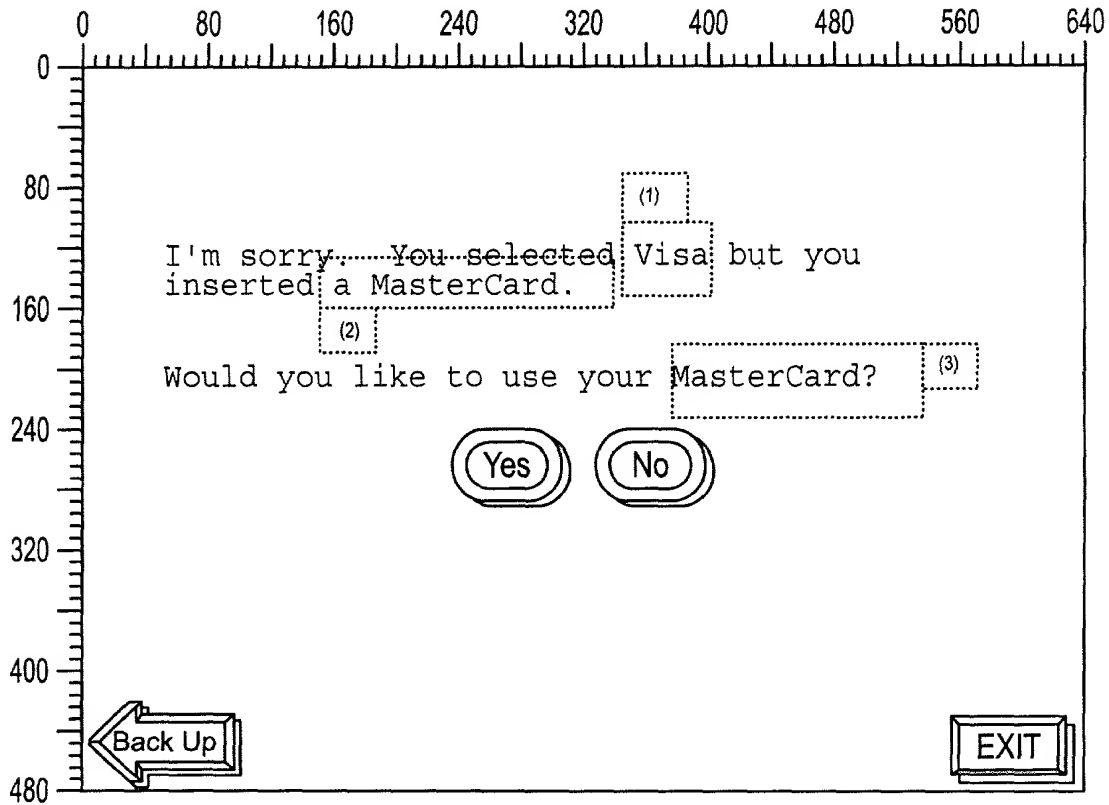


FIG. 332

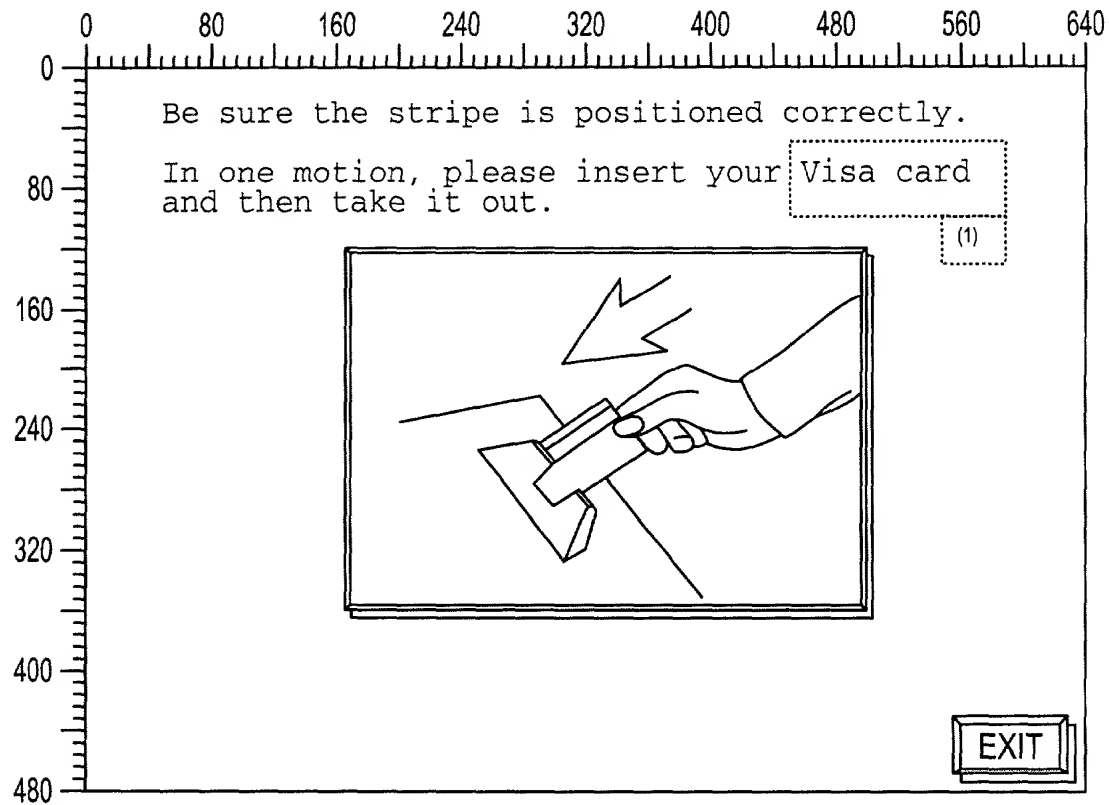


FIG. 333

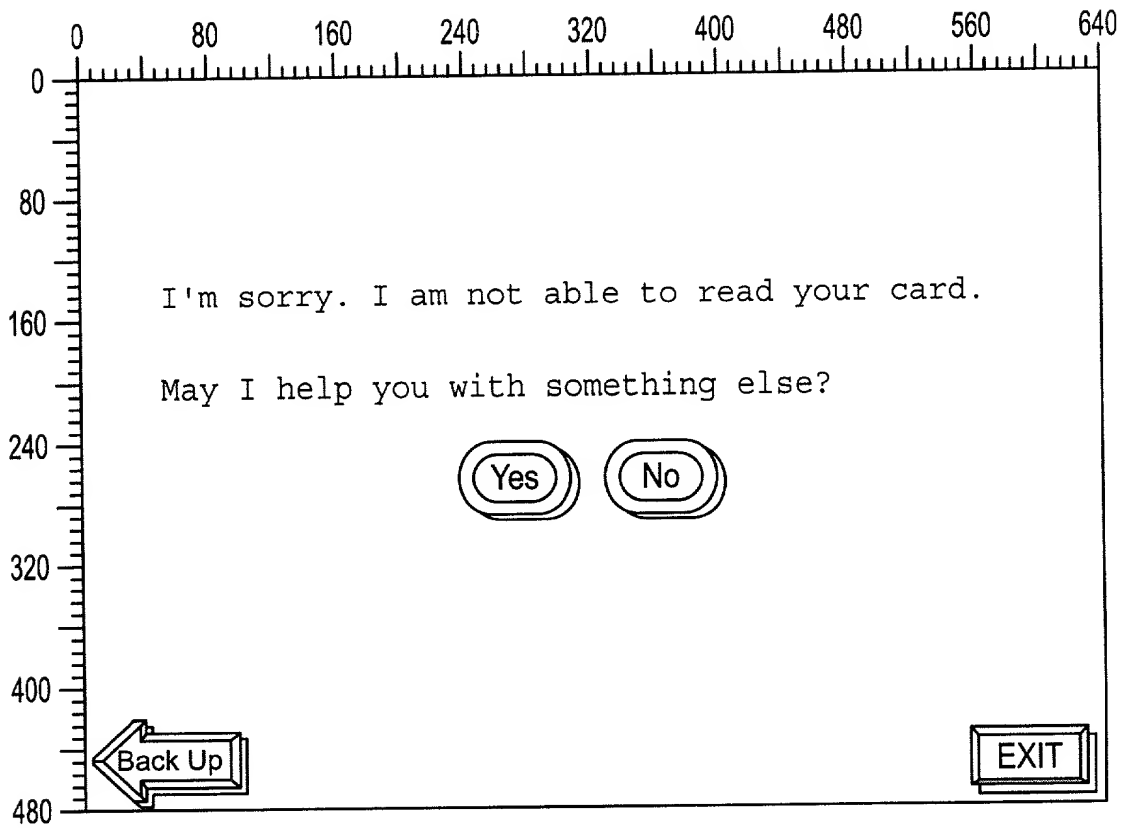


FIG. 334

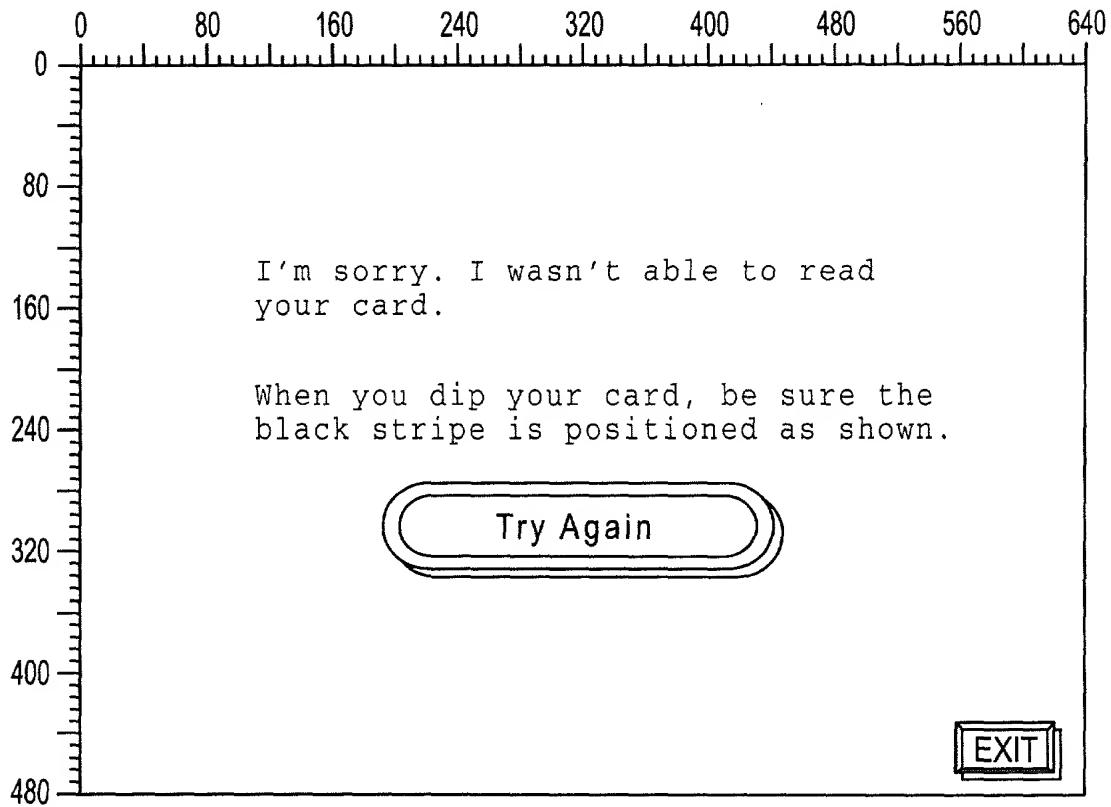


FIG. 335

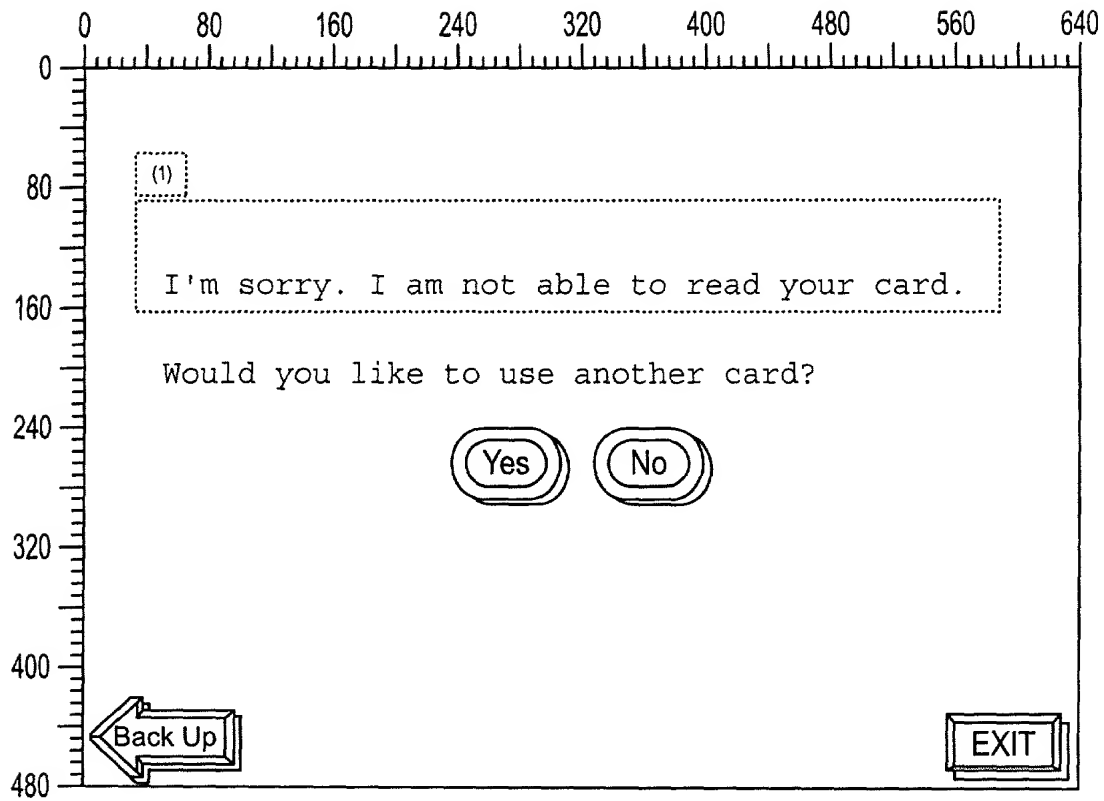


FIG. 336

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry.

Due to technical difficulties,
I am not able to read your card.

May I help you with something else?

Yes No

EXIT

FIG. 337

(1)

I'm sorry.

Due to technical problems,
I could not reach your bank
for authorization.

May I help you with something else?

Yes No

EXIT

FIG. 338

0 80 160 240 320 400 480 560 640

0

Which is it?

80

160

240

320

400

480

Back Up

EXIT

- Wooden or metal box
- Metal-banded parcel
- Film case with strap-type closures
- Film case without strap-type closures
- None of these

FIG. 339

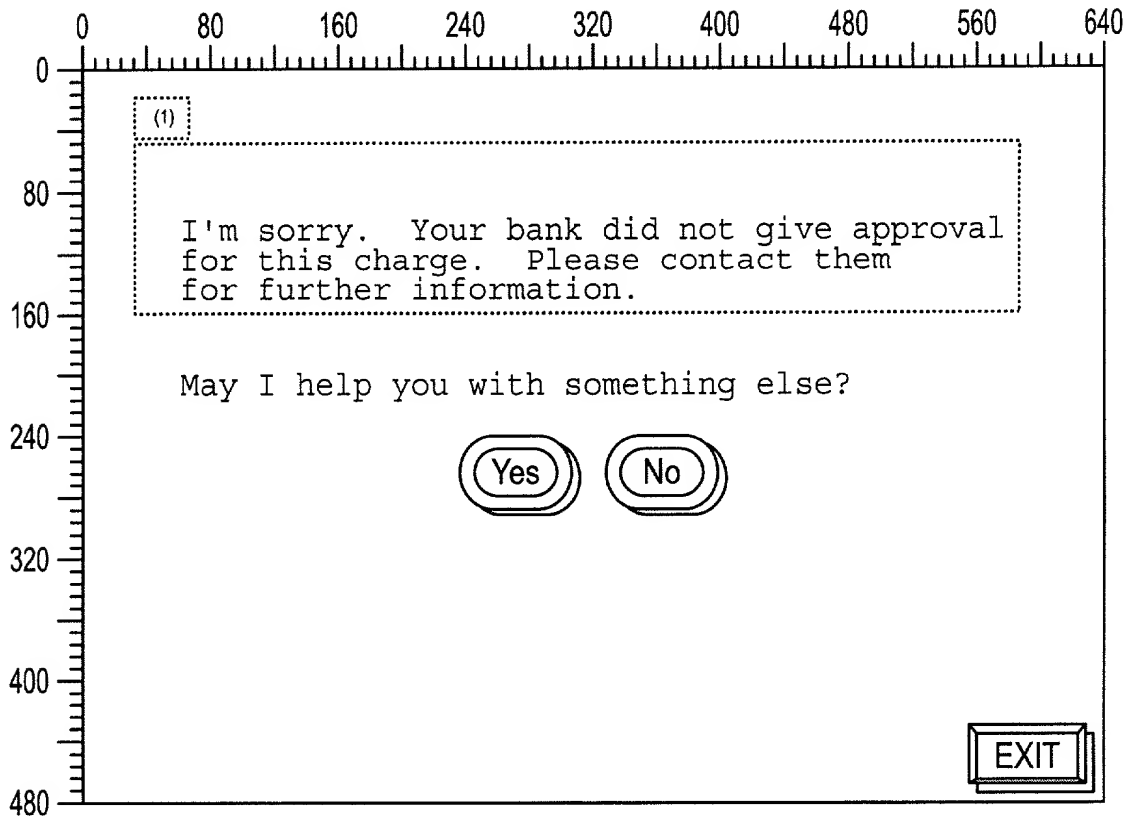


FIG. 340

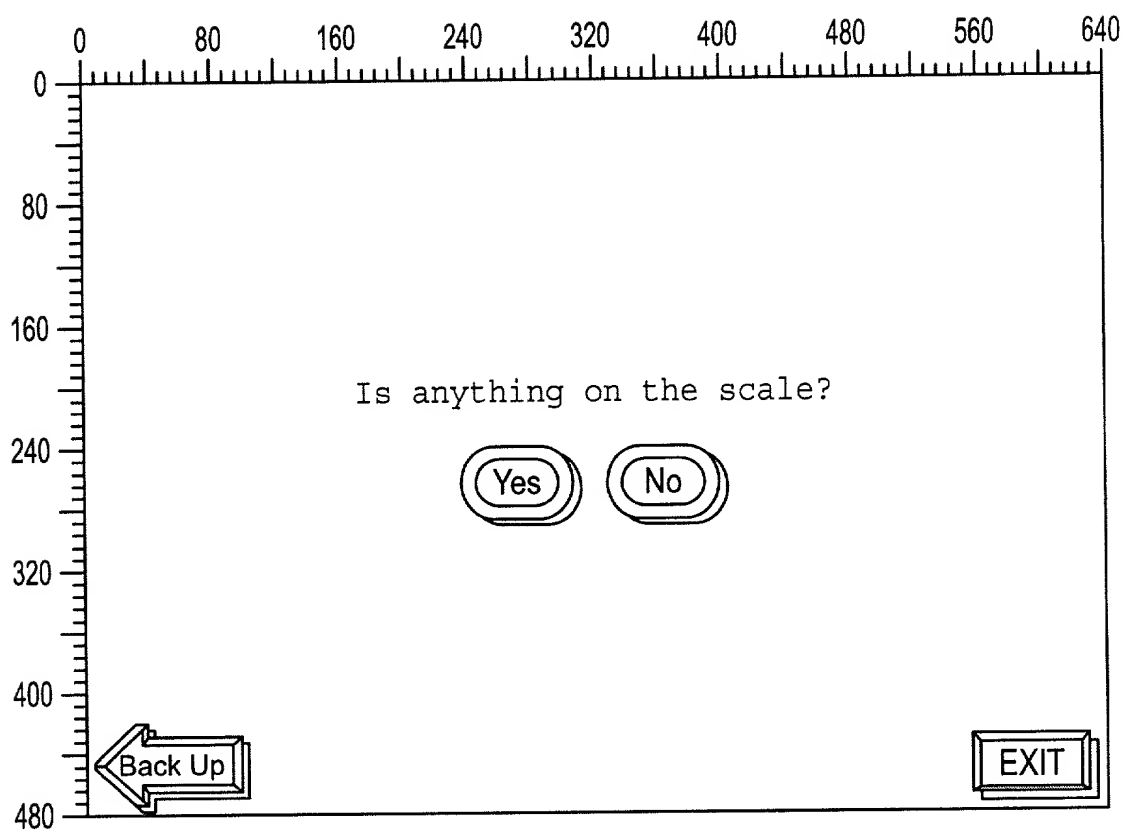


FIG. 341

0 80 160 240 320 400 480 560 640

0

Which service?

80

Return Receipt for Merchandise
sent to you

160

Insurance

240

Collect on Delivery (C.O.D.)

320

None of these

400

480

Back Up

EXIT

FIG. 342

Would you like to start over?

Yes No

EXIT

FIG. 343

0 80 160 240 320 400 480 560 640

0

80 If you send your package reduced rate, it will
be delivered in 3 days. (1)

160 It may also be opened and inspected. If upon
inspection the package is found to have
insufficient postage, it may not be delivered.

240 How do you want it to go?

320 (2) Reduced rate \$1.24 (3)
3 days average

400 (5) Priority Mail \$3.00 (4)
2 days average

480 Back Up EXIT

FIG. 344

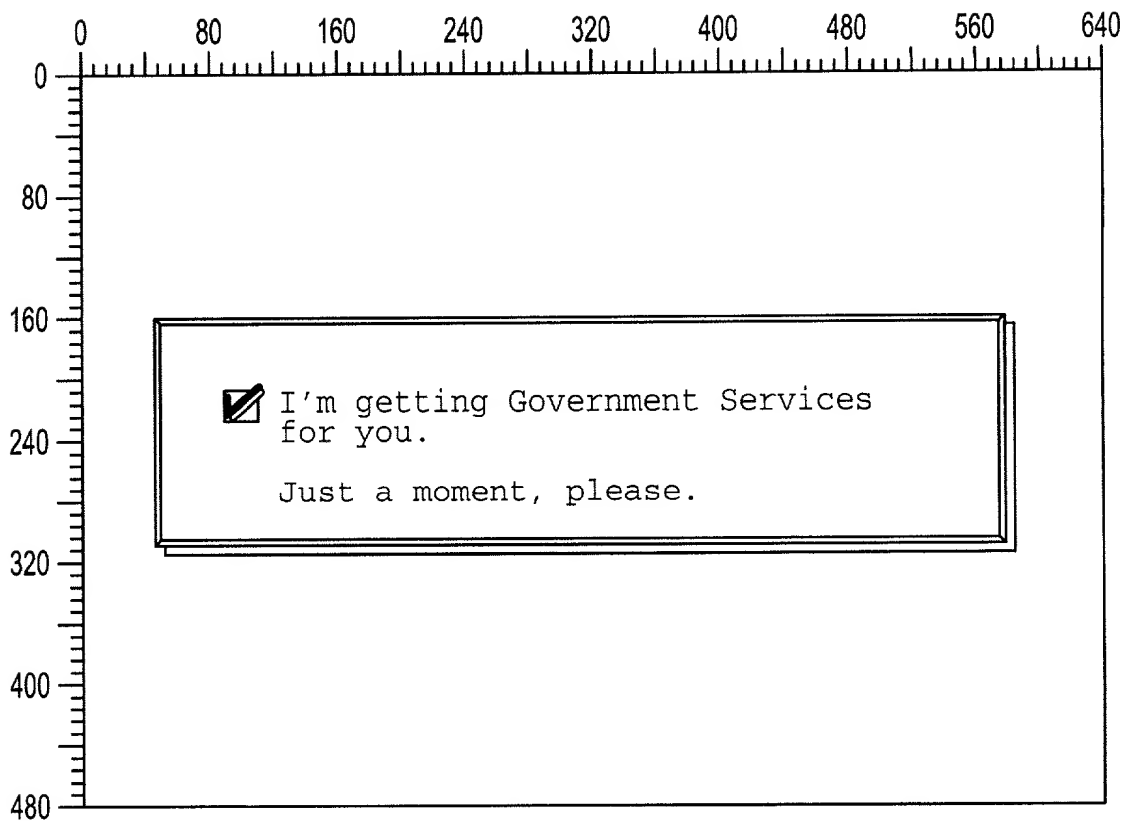


FIG. 345

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. I'm having trouble weighing
your letter. (1)

May I help you with something else?

Yes No

Back Up

EXIT

FIG. 346

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The scale just went out of order.

Do you know how much your letter (1) weighs?

Yes No

EXIT

FIG. 347

0 80 160 240 320 400 480 560 640

0

80

160

I'm sorry. The scale just went out of order.
I can't mail your letter right now.

(1)

May I help you with something else?

Yes No

EXIT

FIG. 348

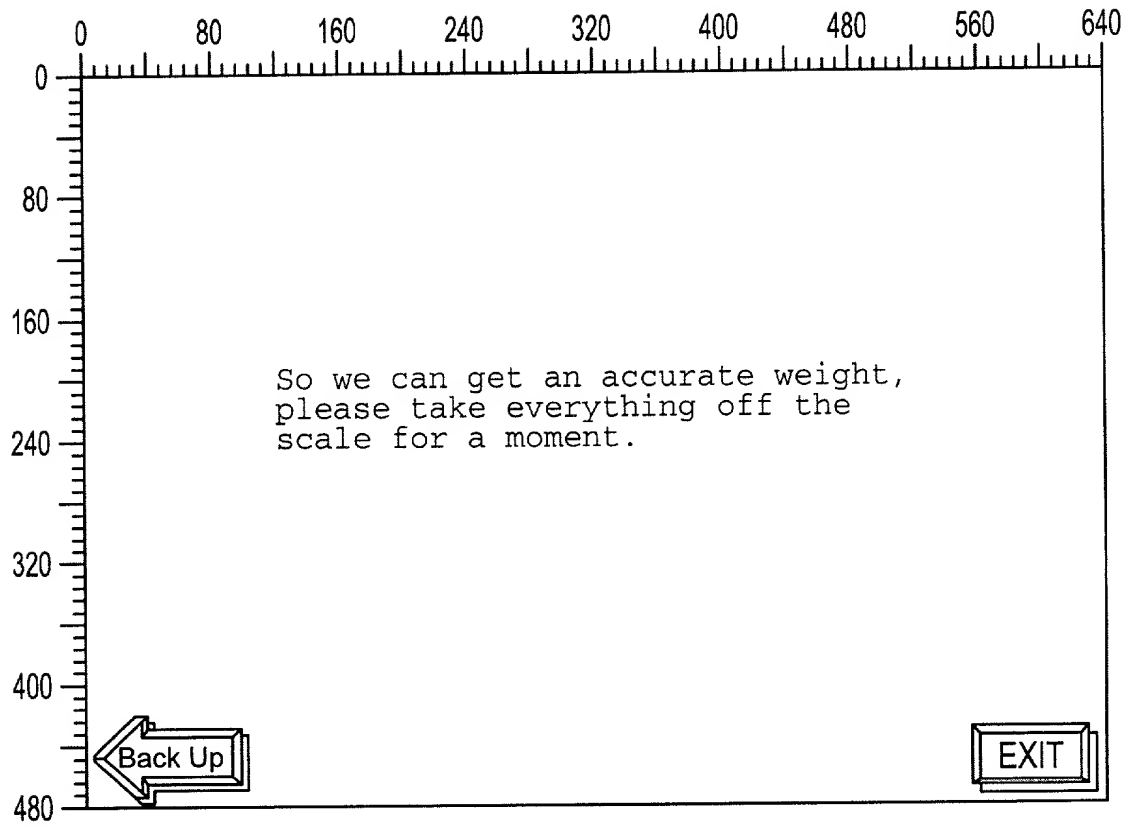


FIG. 349

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. Only an authorized person
may hold the mail for the business.

May I help you with something else?

Yes No

EXIT

FIG. 350

0 80 160 240 320 400 480 560 640

0

80 Please take the Change of Address form from below.

160 Sign the form, and follow the instructions on how to fold it. Then mail the form. No postage is necessary if mailed in the U.S.

240 Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office.

(1)

320 Ready to fill out the Change of Address form for the next person? (2)

400 Yes No

480 EXIT

FIG. 351

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, your address will be changed as requested. (1)

Be sure to give your new address to everyone who sends you mail.

Change of Address cards are available at this (2) Post Office.

Would you like a record?

Yes No

EXIT

FIG. 352

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

(1)

(2)

Okay, your address will be changed as requested.

Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office.

(3)

Please take your record from above.

(4)

Ready to fill out the Change of Address form for the next person?

Yes No

EXIT

FIG. 353

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, your address will be changed as requested. (1)

Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office. (2)

May I help you with something else?

Yes No

EXIT

FIG. 354

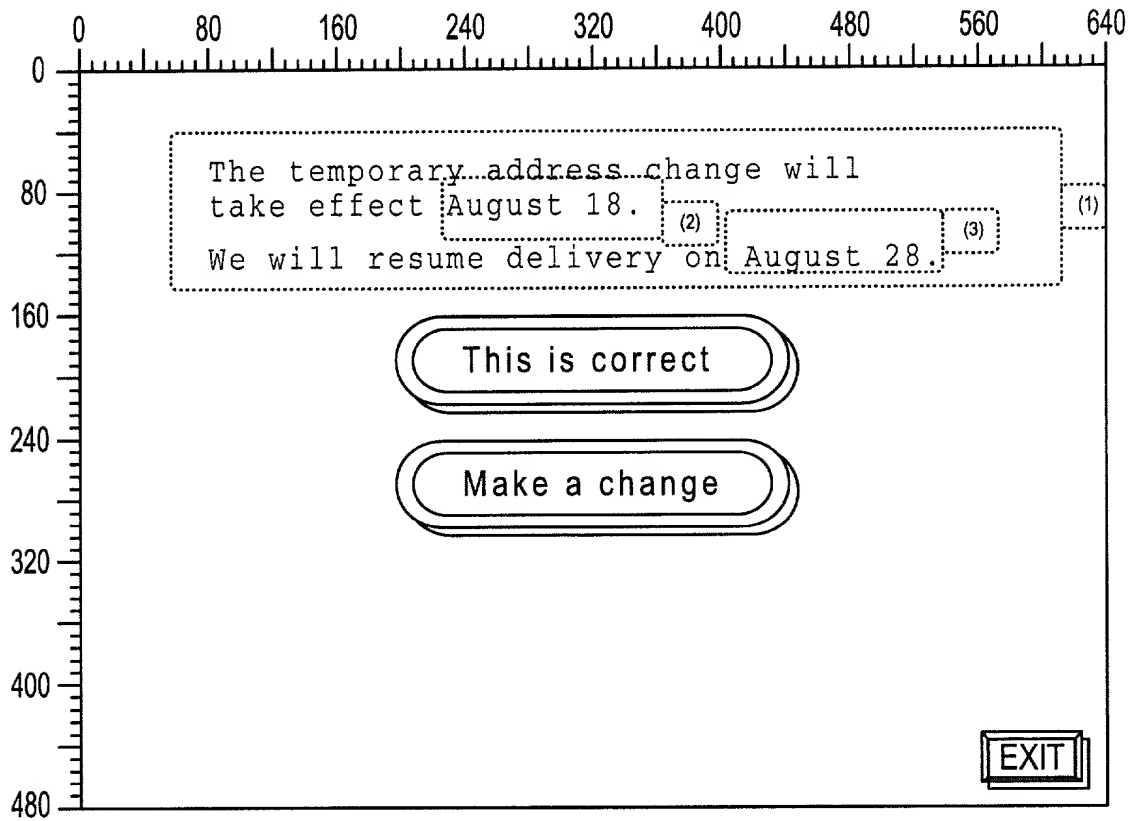


FIG. 355

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

For your security, a change of address must have the name of the person requesting it.

Is your name JOHN SMITH?

(1)

Yes No

Back Up

EXIT

FIG. 356

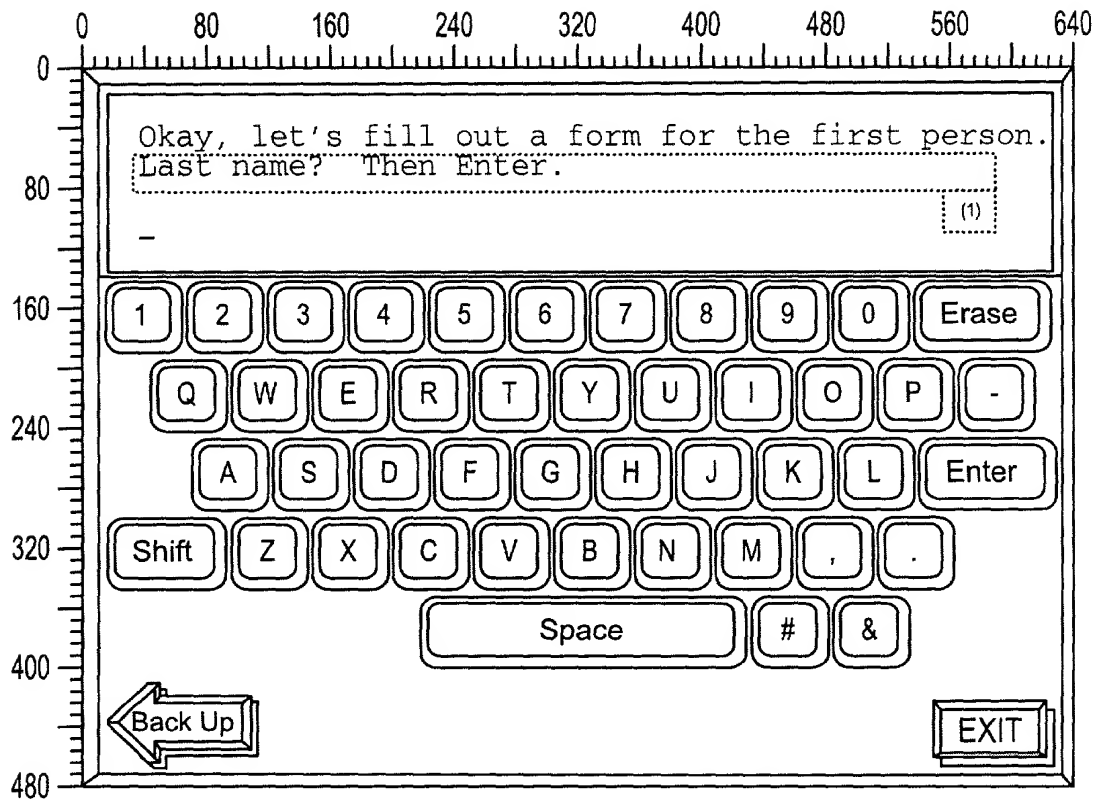


FIG. 357

Is there an apartment
or suite number?

Yes No

1 2 3 4 5 6 7 8 9 0 Erase

Q W E R T Y U I O P -

A S D F G H J K L Enter

Shift Z X C V B N M , .

Space # &

Back Up EXIT

FIG. 358

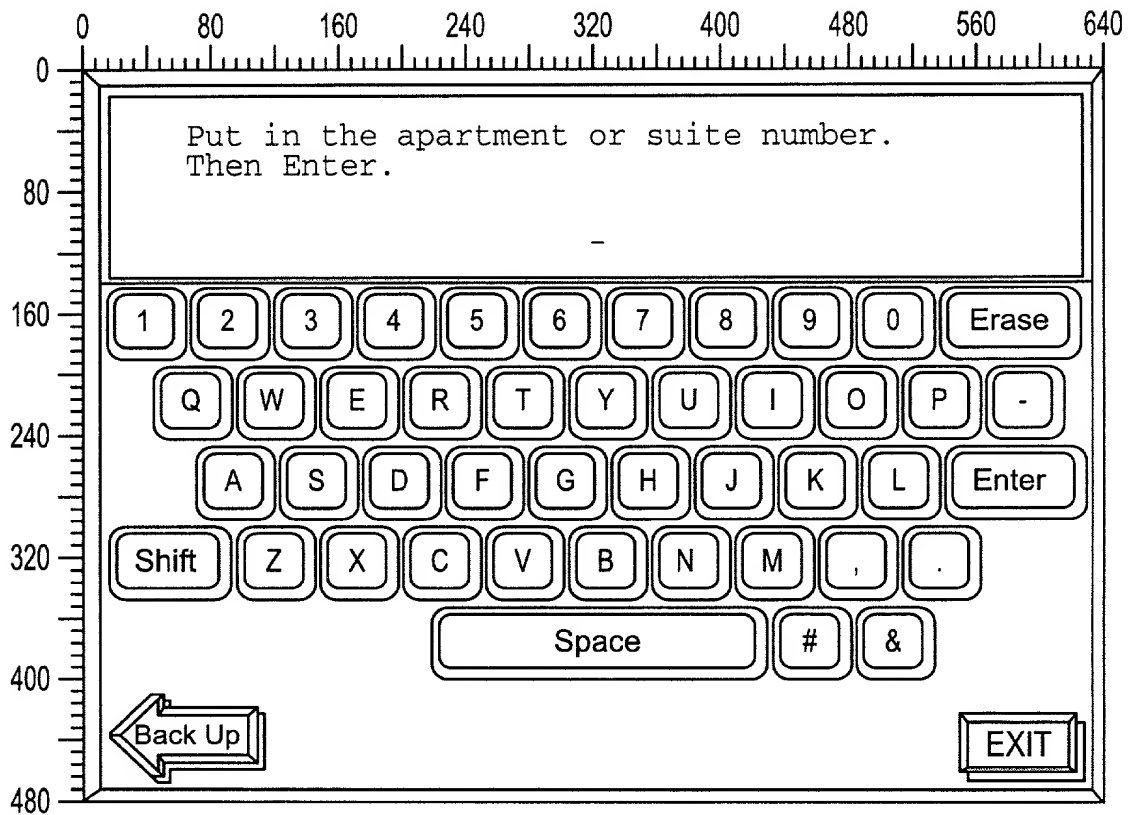


FIG. 359

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

(1)

Please take your stamps from below
and to the left.

(2)

\$9.00 has been charged to your card.

May I help you with something else?

Yes No

EXIT

FIG. 360

How much do I pay?

Telephone Service Application

By answering as many questions below we can help find the right telephone company for you. If you have them handy, get your last phone bills out.

Let's get started

1. Do you currently have a different company for local service and long distance?

Yes

No

They are the same.
2. Do you have more than 1 telephone line?

Yes

No
3. Do you have a separate telephone line for your fax machine?

Yes

No
4. Do you have a separate line for your computer?

Yes

No
5. All together, how many telephone lines do you have? (Customer types number)

Continue
6. Do you have a cellular phone?

Yes

No
7. If you have a cellular phone, how many? (Customer types number)

Continue

FIG. 361

8. If you have a cellular service, is that company the same as your long distance company?

Is it the same as your local phone company?

Yes ☐ No ☐

Don't know ☐

Do you know approximately how much do you spend in long distance each month?

I spend \$

I Don't know ☐ Continue ☐

10. If you know, how much does your local phone company charge per month for each phone line?

They charge \$ per line.

I Don't know ☐

11. Approximately what percentage of your call time is spent local?

Regional or intra-lata?

Long distance?

Cell phone local?

Cell phone long distance?

(Should add up to 100%)

Continue ☐

12. How much per minute does your long distance company charge? per minute

I Don't know ☐

FIG. 362

You have 5 telephone lines.

That comes to: \$127.50
That comes to: \$ 82.50

AT&T also offers cellular and long distance.

Long Distance .9 per minute

Your average long distance per month
\$ 200.00

Your Company .10 per minute

AT&T would be \$180.00

You would save \$ 20.00 per month

You average 2000 minutes of long distance per month

Bell Atlantic's charge per line is \$ 24.59 per line.

That comes to: \$ 122.95

Bell Atlantic's long distance charge is

You will save \$ 4.55 per month

Long distance .6 per minute

Average

Average
Bell Atlantic would be **\$ 120.00**

Your Company .10 per minute

You pay (average)

You would save
\$ 80.00 per month

You average **2000 minutes of long distance per month**

Call 800-222-0400 to switch

FIG. 363